

Volunteer Role Description: Supporter

DBS/PVG status: Required

Background

The Breastfeeding Network (BfN) aims to be an independent source of support and information for breastfeeding families and others.

It aims to:

- Inform, educate and support families in feeding and nurturing babies and young children;
- Enable communities to support breastfeeding through sharing information, training and volunteering;
- Contribute to evidence based policymaking for government, healthcare providers and educators;
- Promote the mental and physical wellbeing of mothers and babies through supporting breastfeeding

At the heart of our organisation are our volunteers who give their time to support other families in their communities and over the helplines. BfN Registered Supporters can volunteer in a variety of different ways: in BfN breastfeeding drop-in groups, in hospitals, schools, in antenatal classes and on the NBH.

Main duties

- Offer support to new and expectant parents in a variety of settings including at drop-in groups (face to face or online), on maternity/neonatal wards, via phone/text/video call or via home visits
- Provide support on the NBH
- Provide emotional support to parents and families
- Provide support with positioning and attachment and more complex breastfeeding issues
- Signpost parents to get further information and support
- Empower new parents and help them gain the confidence they need to breastfeed for as long as they wish and to normalise breastfeeding in our society
- Work within the BfN's code of conduct
- Attend regular supervision (at least 6 sessions per year) with a BfN Supervisor in line with BfN's Code of Conduct and Guidance Documents
- Maintain up to date knowledge of BfN's policies including Information Governance, IT, Safeguarding and Health and Safety
- Complete mandatory training on an annual basis
- Attend regular CPD sessions, undertake ongoing learning, complete an Annual Return and maintain a current membership in order to maintain registration

Person Specification: Supporter

Please think about the information below when completing your application form.

Qualifications	Essential	Desirable
Completion of the BfN Supporter course or equivalent training	✓	

Experience and Knowledge	Essential	Desirable
Experience of breastfeeding at least one baby for at least four months	✓	

Skills and Abilities	Essential	Desirable
Ability to speak and write fluently in English		✓
Ability to work independently and to organise own workload	✓	
Ability to keep accurate records	✓	
Ability to work effectively as part of a team	✓	
Excellent interpersonal and communication skills	✓	
Ability to work with people from different cultures sensitively	✓	
Ability to keep the confidentiality of the parents and their families	✓	
Awareness and commitment to equal opportunities	✓	
IT skills including Word, Excel, email and internet use		✓