**Peer Supporter - Lambeth**

Background of Post

Lambeth BfN Peer Support Service is commissioned by Lambeth Council to offer antenatal and postnatal infant feeding support to local families, as well as providing accredited training courses and facilitating an annual Study Day.

Role Summary

We are looking for a passionate and motivated peer supporter to join an established Peer Support team to offer infant feeding support in the community: leading drop-in groups, providing 1:1 home visits and remote 1-1 support via phone and video calls, online messaging and social media, as well as signposting families as necessary to local Early Years support and Family Hub services to ensure continuity of support and care.

The post holder will be able to work independently and a team player, working closely with colleagues, supported families, local health teams, key partners and stakeholders. Alongside supporting infant feeding antenatally and postnatally, the peer supporter will promote engagement and sign up for BfN activities, monitor feedback from families, reporting on feeding status for quarterly reports, assisting with the study day, as well as generally promote the service, raise knowledge and awareness of Peer Support in Lambeth by making every contact with families, local volunteers, other key partners and services count by using social media and communication tools.

# Main duties

* Provide 1-1 and group peer support antenatal and postnatal support in the community, working within your boundaries as a peer supporter.
* Provide cover for other community breastfeeding activities where required, to ensure consistent delivery of the peer support service.
* Promote the service by sharing relevant info about local breastfeeding support and BfN national support (NBH and BfN website) and increase public awareness.
* Signpost to other services, as needed (such as specialist infant feeding team and health visitors)
* Establish & maintain excellent working relationships with colleagues, volunteers, families engaged with the service, key partners from other services and stakeholders.
* Share information, case studies and feedback with the team and partners as necessary to provide continuity of care and to support the service delivery.
* Contribute to special events to promote breastfeeding awareness e.g. Study Days, National and World Breastfeeding Week events.
* Be prepared to have newly qualified peer supporters, volunteers, HV & MW students shadow you as necessary.
* Keep and provide accurate data records in order to enable evaluation of the service in accordance with BfN’s Information Governance Policy and local processes.
* Input information timely and accurately using Lambeth Children’s Centre database, and Office 365 according to deadlines agreed with the Service Managers.
* Use a cloud based system to share records with colleagues accurately and securely, maintaining device security and keeping secure documents containing sensitive data.
* Work within the BfN’s code of conduct, policies and procedures and the Baby Friendly Initiative remit.
* Attend team meetings as required; giving feedback on highlights and challenges to strengthen the service and sharing ideas to support team well-being.
* Complete the training and supervision required for this role and to remain BfN registered.
* Participate in regular 1-1 meetings (including annual performance reviews if relevant) with the Service Manager.
* Keep up to date with personal administration including timesheets, leave forms and shift forward planning schedules.

*This is not an exhaustive job description and may be subject to change according to the needs and development of the role. It is expected that the post holder may undertake such other duties as may be reasonably requested.*

Person Specification:

**The following criteria will be used to help us assess candidates for this role**

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| Essential |
| * Suitable home-working environment.
* Commitment to travel across Lambeth as required in this role.
* Level 2 breastfeeding training or equivalent and willing to become a BfN registered member (transferring in will be provided at no cost).

 * GCSEs in English and Mathematics at grade C or above, fluent spoken and written English and excellent interpersonal and communication skills
* Relevant experience supporting parents face-to-face with breastfeeding; able to provide information and support to parents in a non-judgemental fashion. Able to use an effective ‘hands off’ approach when helping parents with positioning and attachment.
* Relevant experience of working or volunteering in a health setting
* Relevant experience of working with diverse ethnic and social groups

Demonstrable commitment to BfN work and values; knowledge of importance and application of the BfN Code of Conduct and Policies (see BfN website). Communicates effectively, efficiently and with cultural awareness with people at all levels and from all backgrounds in person, on the telephone and by email. Trustworthy and strong sense of integrity: maintains confidentiality of mothers and their families. Experience of working sensitively with diverse ethnic and social groups.* Proficiency and relevant experience of but not limited to Office 365 or similar cloud based system, Canva, EISI, to professionally, timely and accurately communicate, record data, contribute to presentations and reports and share information about BfN Lambeth Peer Support Service.
* An organised approach to work, managing own deadlines, uses good judgment in adapting to emerging priorities and works within timescales.
* Takes responsibility to work efficiently under own initiative, following established processes or problem-solving proactively.
* Works remotely on a varied programme of work, with limited supervision; keeps colleagues informed; works and communicates effectively as part of a team.
* Commits to learning and continuous self-improvement.
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| Desirable |
| * Accredited BfN ‘Helper’ or ‘Supporter’ or in the process of working towards this.
* Evidence of continued professional development since qualification.
* Ability to speak fluently in another language
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