



JOB DESCRIPTION

Job Title: East Lancashire Peer Supporter		Updated Month/Year: Oct 2026
Directorate: Parent Services	Reports To Job Title: East Regional Lead	Location: Community & hospital based

Role Context:

NCT is the national charity for pregnancy, birth, infant feeding, and early parenthood, and each year we support over 250,000 parents on their unique journeys. We host thousands of community-based events across the UK including NCT Bumps & Babies, NCT Baby Cafés. Each year our volunteers, give more than 70,000 hours of outstanding community service.

We support parents to make informed decisions that feel right for them. We provide access to evidence-based information through our website, Parent Hub, and free Infant Feeding Support Line 365-days a year. Our charity has a proud history of creating transformative change in the lives of parents. We are a trusted voice, a reassuring presence and a strong advocate, campaigning on the issues that matter most.

Role Purpose:

We are seeking a capable Peer Supporter who is passionate about supporting parents and infant feeding to provide support for parents. This support will be delivered in a variety of settings including community groups, home visits, video calls, telephone calls, and hospital wards at East Lancashire Hospital Trust and on occasion, Preston hospital.

Key Accountabilities/Duties:

Provide peer support to parents and families within different settings, including in person and virtually.

- To provide breastfeeding and perinatal peer support to parents and families in line with the NCT peer support code of conduct.
- Support in delivering inductions for volunteer peer supporters.
- To report any concerns or additional support needs of women to the NCT management team and/or Infant Feeding Lead for referral onto partner agencies as appropriate.
- To attend regular supervision/support sessions.
- Collecting data as and when required including case studies and narrative of work with the communities.

- Attend training and meetings relevant to safeguarding duties to ensure effective and informed practice, responding to and supporting safeguarding concerns. To work on safeguarding cases as and when required.
- Promote a safe and healthy environment by reviewing, identifying and communicating local risks, reporting incidents and near misses, and maintaining accurate records.

Data Collection and Referrals

- Collect data and feedback from Peer Supporters and service users in a timely manner, adhering to NCT data protection policies and processes.
- Responding to referrals and signposting from health professionals into the service.
- Provide visible role modelling of our commitments to celebrate diversity and challenge inequality by building an inclusive and positive working culture and environment, so all our people can thrive.

Any other duties as requested by the Lancashire Service Delivery Manager/East Regional Lead.

Role Dimensions:

Area of Responsibility	Details
<i>Line Management Responsibilities</i>	No line management but will be required to induct and support other volunteer peer supporters.
<i>Key Stakeholders</i>	Hospital Leads, Family Hub staff, Health Visitors, Community Midwives etc.
<i>Governance Reporting Lines</i>	Collect data from service users and volunteers for quarterly reporting, adhering to data protection policies and processes.
<i>Groups and Meeting Attendance</i>	Regular Teams meetings will be held, monthly one to one with line manager with additional support when required.
<i>Safeguarding</i>	Attending meetings and training relevant to Safeguarding duties

NCT Culture and Working Practices:

Our Values - Welcoming, Collaborative, Inclusive, Bold, Trusted

Safeguarding and Health and Safety - The welfare and safety of individuals is at the heart of everything that we do. NCT is committed to safeguarding, Health and Safety, and promoting the welfare of children and adults and expects all staff to share this commitment.

Equity, Diversity and Inclusion - NCT is committed to social justice and equity. We are dedicated to being an anti-racist charity and believe that inclusion is everyone's responsibility. Being there for every parent requires bold action to challenge inequalities. By creating inclusive spaces and services that are built on



collaboration and trust, we welcome and celebrate diversity and strive to meet the needs of the pregnant women, new parents, families and communities that we serve.

Declaration:

This job description is intended to be forward thinking and indicative rather than final and exhaustive. The listed responsibilities and key duties and tasks may develop and evolve over time and NCT reserves the right to update and/or remove certain elements. NCT endeavours to keep substantial changes to a minimum and to promptly update this job description to take account of such developments.

PERSON SPECIFICATION

Element	Details	Essential/Desirable
Qualifications	Trained NCT Breastfeeding Peer Supporter or equivalent with appropriate experience, or willing to train.	Essential
Experience:	• Within easy commuting distance around the East Lancashire region. • Experience of working with or knowledge of the local communities within Lancashire area. • Demonstrably champions equity, diversity, and inclusion as key to organisational success. • Experience of data collection and performing accurate data entry. • Experience of working with people from diverse backgrounds. • Experience of working alongside health professionals i.e. Health Visitors, Community Midwives etc	Essential Desirable
Skills:	• Good written and excellent oral communication skills. • Good interpersonal skills with the ability to create rapport with a range of people. • Ability to manage competing demands on time and prioritise effectively. • Ability to work independently and show initiative.	Essential
Knowledge:	• Understanding of the NCT's strategic aims and services. • Knowledge of existing breastfeeding and perinatal support available in the local community.	Desirable Essential

Personal Attributes:	• Demonstrably champions equity, diversity, and inclusion as key to organisational success. • Methodical and organised. • A passion for supporting parents using evidence-based infant feeding information	Essential
Other Requirements:	• Work flexibly when needed to meet the needs of the service. • Driving licence & access to own vehicle. • DBS check required. • Two satisfactory references. • Bilingual (desirable).	Essential

The above details are indicative and intended to assist candidates and the recruiting manager with their shortlisting process and selection decisions.