



## JOB DESCRIPTION

**JOB TITLE:** Hackney Infant Feeding Peer Support Community Lead  
**TEAM & DEPARTMENT:** Impact and Engagement  
**SALARY:** £26,000 (FTE) £10,400 actual (contract until 30<sup>th</sup> September 2025)  
**HOURS:** 14 hours per week (Job Share)  
**LOCATION:** Hackney Borough based with some home working  
**LAST UPDATED:** 1<sup>st</sup> December 2023  
**RESPONSIBLE TO:** Hackney Service Delivery Manager

### MAIN PURPOSE:

NCT is a charity committed to social justice and Equity and Diversity, believing inclusion is everyone's responsibility. We believe we all have a collective responsibility to demonstrate our commitment to celebrate diversity, challenge inequality and build an inclusive workforce and environment, so all our people can thrive, and we can best represent and meet the needs of the pregnant women, new parents, families and communities we serve.

NCT are delighted to be commissioned to deliver a programme of work including infant feeding peer support and parenting courses for families throughout the Hackney region. We are seeking a capable Peer Support Community Lead to manage, coordinate and support our trained Breastfeeding Peer Supporters at community venues throughout Hackney Borough. Our services will include:

#### **Peer led infant feeding peer support in the community**

This project will train Peers who will go on to support across community and healthcare drop-ins, Homerton Hospital (early pregnancy meetings, postnatal and neonatal wards) as well as provide online support, telephone support and home visits. Peers will all receive accredited training to provide support to other parents whether that's sharing their breastfeeding and infant feeding knowledge, welcoming parents or providing social interaction to those they support.

#### **Parenting courses for families with child/ren under the age of 2 years.**

The Empowering Parents Empowering Communities (EPEC) project is a community-based programme, training staff and parent volunteers to deliver parenting courses across Hackney Borough. The courses are designed to improve access to effective parenting support particularly for families in disadvantaged neighbourhoods and excluded communities.

This is a key post to help NCT broaden its reach and relevance to parents of all backgrounds and enable them to have a life enhancing experience of becoming a parent.

### RESOURCES CONTROLLED

- NCT Peer Supporters working in the community.
- Referral database.
- Equipment Hire database and assets.

## JUDGEMENT AND DECISION MAKING

- Good judgment will be required when responding appropriately to parents.
- Good judgment will be required when responding appropriately to health professionals and other referral organisations.
- Good decision making is required when responding to requests for information.
- Support available from line manager to aid decision making and check judgements where required.

## LIAISON

- Liaising and communicating with people at all levels is essential. This includes parents, NCT internal and external staff, Peer Support Trainers, NCT Practitioners, volunteers, Health Professionals, and other stakeholders.
- A professional approach must be maintained at all times.

## AUTHORITY/SUPERVISION RECEIVED:

- Clear objectives and targets will be set, but the post holder will be required to use their initiative and work unsupervised, in order to achieve these objectives.
- Regular Teams meetings will be held, and line manager support is available when required.

## MAIN RESPONSIBILITIES & DUTIES:

### **Lead on community support in the community**

- Provide line management, leadership, and support to direct line reports.
- Establish and maintain a good working knowledge and understanding of the local demographics of parents in the area and local services that support communities that are marginalised to signpost most effectively.
- Engage with underrepresented communities through outreach and networking with other local organisations, scoping of new groups within region.
- Working with and supporting Peer Supporters to carry out their role.
- Providing peer support to parents and families and attending groups where required.
- Follow designated Safeguarding procedures.

### **Referrals and Data Collection**

- Responding to referrals and signposting from health professionals into the service, providing updates whilst building relationships with key stakeholders.
- Ensure that data collection and feedback is collected in a timely manner adhering to NCT data protection policies and processes.

### **Equipment Hire Service**

- Coordinate, collect and collate data and feedback from the equipment hire service, adhering to NCT data protection and health and safety policies and processes.
- Coordinate the referrals and distribution of the pumps with the specialist infant feeding team including completing the loan agreement with service user.
- Coordinate the cleaning and the ensuring the pumps are working appropriately and stored securely.

### **Service Promotion and Website Upkeep**

- Use a variety of platforms and media to promote the service and recruit volunteers
- Maintain the Infant Feeding Website ensuring all information is accurate and up to date.

**Provide visible leadership to, and 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 Hackney Service Delivery Manager.**

### **NCT VALUES:**

- Welcoming - We are always welcoming, creating connections and building communities.
- Collaborative - We achieve better outcomes by working together.
- Inclusive - We ensure equity and inclusion are core to who we are and what we do.
- Bold - We are bold, brave, and progressive.
- Trusted - We provide trusted, high-quality, evidence-based information, support, and services.

### **SAFEGUARDING and HEALTH & SAFETY**

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

### **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:**

#### **ESSENTIAL**

- Trained NCT Breastfeeding Peer Supporter with appropriate experience, or willing to train.
- A passion for supporting parents and infant feeding.
- Experience of working with or knowledge of the local communities within Hackney area.
- Demonstrably champions equity, diversity, and inclusion as key to organisational success.
- Experience of leading and motivating teams and projects, including experience of working with people from diverse backgrounds.
- 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.

- Methodical and organised.
- Ability to work independently and show initiative.
- Experience of managing data collection and performing accurate data entry.
- Be able to travel around the area to meetings and groups.

#### **DESIRABLE**

- Understanding of the NCT's strategic aims and services.
- Experience of successfully working with diverse cultural groups.
- Knowledge of existing breastfeeding and perinatal support available in the local community.
- Experience of working alongside health professionals i.e. Health Visitors, Community Midwives etc.