



JOB DESCRIPTION

JOB TITLE: Hounslow Paid Peer Supporter
TEAM & DEPARTMENT: Impact and Engagement
SALARY: £24,590 (FTE inc London weighting)
HOURS: 14-21 hours per week
LOCATION: Hounslow Borough – community based
LAST UPDATED: 16th October 2024
RESPONSIBLE TO: Hounslow Service Delivery Manager
End date end May-25

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.

We are delighted to be commissioned to deliver a programme of work across Hounslow which supports parents to be able to feed their babies in the way that is right for them and feel informed and supported throughout.

This includes:

- 4 community based drop-ins 'Baby Cafes' which are led by a NCT Breastfeeding Counsellor.
- Infant Feeding peer support - mothers who have usually breastfed themselves and wish to undertake training to be able to support others. Peers can offer information, support and a listening ear.

The post holder will offer Peer Support at all of the community groups. They will work alongside volunteer Peer Supporters, the NCT Breastfeeding Counsellor running the Baby Cafe and the Service Delivery Manager for Hounslow. They will be providing peer support in the community, offering one to one support at groups and via home visits. The post holder will be out in the community engaging with families most in need and ensuring communities know how to access the service.

This role will be working to continuously make a difference for the many families across Hounslow who struggle with feeding their baby and social isolation in pregnancy and postnatally.

The role will be working out in the community, supporting parents at local community groups and liaising with health professional and Children Centre staff. It will include travel across the Hounslow Borough (expenses will be reimbursed). Homeworking is required to complete administrative duties.

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

- Database of services and referral/signposting pathways.

JUDGEMENT AND DECISION MAKING

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

LIAISON

- Liaising with people at all levels is essential. This could include NCT internal and external staff, volunteers, Health Professionals and NCT Practitioners.
- 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.
- The postholder will be expected to continue to attend Ongoing Training and Support through the project.

MAIN RESPONSIBILITIES & DUTIES:

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

- 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 on parents supported including case studies and narrative of work with the communities.
- Follow designated Safeguarding procedures.

Data Collection and Referrals

- Collect data and feedback from Peer Supporters and service users (parents) 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 Hounslow 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 a willingness to train.
- A passion for supporting parents in Hounslow and an understanding of the importance of infant feeding support.
- To live within or surrounding Hounslow Borough
- Good interpersonal skills with the ability to create rapport with a range of people
- Experience of working with people from diverse backgrounds.
- Good written and excellent oral communication skills.
- Experience of data collection and performing accurate data entry
- Demonstrably champions equity, diversity, and inclusion as key to organisational success.

DESIRABLE

- Experience of working alongside health professionals i.e. Health Visitors, Community Midwives etc
- 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.