



JOB DESCRIPTION

JOB TITLE: Lancashire Paid Peer Support

TEAM & DEPARTMENT: Impact and Engagement

SALARY: £20,820 (FTE)

HOURS: 17.5 hours Monday, Tuesday, Thursday 09:00 -15:00

LOCATION: Lancashire (Central) based with some home working

LAST UPDATED: 4th June 2024

RESPONSIBLE TO: Regional Peer Support Lead

MAIN PURPOSE:

Our vision is that everyone who becomes a parent feels confident, connected, and safe because we believe parents help build the foundations of the future. That's why NCT is the charity with a clear and singular mission – we support people as they become parents. Every year we support over 250,000 parents across the UK and Channel Islands on their unique journeys through pregnancy, birth, infant feeding, and early parenthood. 'For Every Parent' is our new five-year strategy that sets a clear direction for our charity to reach more people, do more to support new and expectant parents, and campaign with impact.

NCT are delighted to be commissioned to deliver a programme of work including infant feeding peer support across Lancashire. We are seeking a capable peer supporter who is passionate about supporting parents in Lancashire to achieve their feeding journey.

The post holder will work alongside other Peer Supporters, the regional leads, hospital infant feeding teams and health visiting to provide peer support in the community offering one to one support at groups, via home visits and on hospital wards.

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.

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 as and when required 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 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.

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.
- Demonstrably champions equity, diversity, and inclusion as key to organisational success.
- 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 data collection and performing accurate data entry.
- Within easy commuting distance around the Lancashire region.

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.