

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Newham Perinatal Peer Support Co-ordinator</b>
<b>TEAM &amp; DEPARTMENT:</b>	<b>Impact and Engagement</b>
<b>SALARY:</b>	<b>£25,000 (FTE) £17,857 Part time 25 hours per week</b>
<b>LAST UPDATED:</b>	<b>January 2024</b>
<b>RESPONSIBLE TO:</b>	<b>Newham Perinatal Peer Support Project Manager</b>

### 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.

The post holder will be responsible for the deployment and support of a group of perinatal mental health (PNMH) peer supporters across the London Borough of Newham, helping to recruit and retain volunteers. A largely pastoral role, the Team Leader will support the wellbeing and organisation of volunteers and facilitate reliable support from this team, ensuring that peer supporters are present at local face-to-face and remote Parents in Mind support groups and one-to-one meetings/calls with service users referred into the service. Most importantly, you will be working to continuously make a difference for the many families across Newham who struggle with emotional well-being, anxiety or social isolation in pregnancy or the first two-years after childbirth.

Some administrative tasks may also be required, supporting local project staff with the updating of records and local marketing tasks.

This is a key post to help NCT broaden its reach and relevance to parents of all backgrounds and in building up its reputation as a credible provider of services.

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.

### RESOURCES CONTROLLED

- Database of confidential service user and volunteer information.
- Management of local volunteers
- Database of PNMH groups and referral pathways in given area.

### JUDGEMENT AND DECISION MAKING

- Good judgement will be required, in particular with regards to prioritising workload, assessing client suitability for peer support and reflecting on and improving the service user experience.

- Good decision making is required in relation to handling client/referrer queries, requests for information and prioritising tasks.
- Good judgement will be required when responding appropriately to peer supporters via telephone, social media, email and face-to-face.
- The post holder will work unsupervised and use their own initiative for large periods of the working week, but judgements can always be checked with line manager

#### **LIAISON**

- Weekly/possibly daily contact with line manager, volunteers and service users
- Regular (weekly/fortnightly) contact with wider Parents in Mind local team
- Occasional contact with national PiM teams
- Regular external liaison with potential referrers, partner agencies and venue admin
- Liaising with people at all levels is essential. This includes services users, NCT staff and Parents in Mind trainers, as well as local volunteers, health professionals and other stakeholders.
- A professional approach must be maintained at all times.

#### **AUTHORITY/SUPERVISION RECEIVED:**

- Regular support (via telephone/video call or face-to-face) will be provided by the locally based line manager in order to support wellbeing, supervise work and aid decision-making.
- 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.
- Local staff team calls will be held regularly.
- Clinical supervision will be offered quarterly.

#### **MAIN RESPONSIBILITIES & DUTIES:**

**Assess service users at point of referral, either face to face or by phone, including signposting/co-ordinating referrals to other appropriate services where necessary.**

- Support peer supporters and staff (where appropriate) in their work by establishing and maintaining a good working knowledge of all local services and groups for parents in the first 1001 days.

**Maintain regular contact with service users and develop effective communication methods (face-to-face, telephone and digital) that are appropriate for working with vulnerable people, particularly those experiencing mental health issues.**

- Be prepared to take on a front-line role with service users where their needs exceed those a volunteer can be expected to deal with.
- Collect service user feedback at set review points, noticing key themes and escalating these to the Project Manager.
- Implement effective service exits for service users, by supporting their ongoing recovery and wellbeing by connecting them with other local services and making referrals where appropriate.
- Contribute to local peer support social media – to promote the service to prospective service users, volunteers and referrers.

**Liaise and network with local health professionals in order to establish a close working relationship and develop and maintain effective referral pathways to ensure stakeholders have a clear understanding of the programme and can make appropriate referrals.**

**Facilitate a digital support offer to service users (eg group video calls or messaging support)**

**Support the Services Manager**

- With the recruitment of new volunteers.
- By occasionally representing Parents in Mind at meetings or conferences

**Provide visible leadership to, and role modelling of, our commitments to celebrate diversity, challenge inequality by building an inclusive and positive working culture and environment, so all our people can thrive.**

**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 Parents in Mind peer supporter or be willing to undertake this training. This training requires lived experience of perinatal mental health/wellbeing struggles, and/or supporting another who has experienced these struggles.
- Excellent grasp of the challenges of the perinatal mental health period
- Demonstrably champions and leads on commitment to equity, diversity, and inclusion as key to organisational success.
- Experience of working with volunteers.
- Experience of supporting vulnerable people with complex needs.
- Experience of successfully working with diverse cultural groups
- Excellent organisational skills and yet flexible approach

- Good IT and database skills including Word, Access, Excel, Outlook and Internet.
- Good written and excellent oral communication skills, with keen attention to detail
- Excellent interpersonal skills with the ability to create rapport with a range of people, particularly service users and volunteers but also NCT practitioners and staff.
- Experience of working with volunteers.
- Willingness and ability to travel across Newham, sometimes at short notice.

**DESIRABLE**

- Understanding of the NCT's strategic aims, services and processes.
- Evidence of scoping operational support for new services
- Knowledge of existing emotional and practical support available to parents in the local community
- Bilingual