

Volunteer Role Description: Supporter

DBS/PVG status: Required

Background of Post

The Breastfeeding Network (BfN) aims to be an independent source of support and information for breastfeeding families and others.

It aims to:

- Inform, educate and support families in feeding and nurturing babies and young children;
- Enable communities to support breastfeeding through sharing information, training and volunteering;
- Contribute to evidence based policymaking for government, healthcare providers and educators;
- Promote the mental and physical wellbeing of mothers and babies through supporting breastfeeding.

At the heart of our organisation are our volunteers who give their time to support other families in their communities and over the helplines. BfN Registered Supporters can volunteer in a variety of different ways: in BfN breastfeeding drop-in groups, in hospitals schools, in antenatal classes and on the National Breastfeeding Helpline (NBH).

Main duties

- Offer support to new and expectant parents in a variety of settings including at drop-in groups (face to face or online), on maternity/neonatal wards, via phone/text/video call or via home visits
- Provide support on the NBH
- Provide emotional support to parents and families
- Provide support with positioning and attachment and more complex breastfeeding issues
- Signpost parents to get further information and support
- Empower new parents and help them gain the confidence they need to breastfeed for as long as they wish and to normalise breastfeeding in our society
- Work within the BfN's Code of Conduct
- Attend regular supervision (at least 6 sessions per year) with a BfN Supervisor in line with BfN's Code of Conduct and Guidance Documents
- Maintain up to date knowledge of BfN's policies including Information Governance, IT, Safeguarding and Health and Safety
- Complete mandatory training on an annual basis
- Attend regular CPD sessions, undertake ongoing learning, complete and Annual Return and maintain a current membership in order to maintain registration

Person Specification: Supporter

The following criteria will be used to help us assess candidates for this role

Essential

- Completion of the BfN Supporter course or equivalent training
- Experience of breastfeeding for at least 8 weeks. This can include expressing breastmilk and mixed feeding and need not be exclusive.
- Ability to work independently and to organise own workload
- Ability to keep accurate records
- Ability to work effectively as part of a team
- Excellent interpersonal and communication skills
- Ability to work with people from different cultures sensitively
- Ability to keep the confidentiality of the parents and their families
- Awareness and commitment to equal opportunities

Desirable

- Ability to speak and write fluently in English
- IT skills including Word, Excel, email and internet use