Job Description: Community Peer Support Coordinator (Tea & Tots)

Background of Post

Funded by The National Lottery Community Fund, the Breastfeeding Network Ayrshire and Arran are delighted to continue delivering group and 1:1 peer support in North Ayrshire, supporting parents and families with young children in Irvine, Kilwinning, Saltcoats and Kilbirnie with parenting, infant feeding and mental health. Support will take the form of weekly peer support groups and activity sessions, one to one distanced peer support (via text, phone or video calls) and walking groups.

Role Summary

The Tea & Tots Peer Support Coordinator is responsible for leading, coordinating and supporting employed and volunteer Peer Supporters. The role involves line managing a team of peer supporters, attending and occasionally hosting Tea & Tots groups. The coordinator will be responsible for the delivery of the Tea & Tots project which includes developing the groups and services based on the ask of the families, community groups and peer supporters that engage with the groups. Working closely with the Ayrshire service manager and other BfN colleagues to support local and national evaluation. The role involves working closely with other local community organisations to connect families with for wider support if needed.

# Main duties

There will be a need for a high level of collaboration and partnership working with NHS Ayrshire and Arran, the local Health and Social Care Partnerships and other third sector organisations linked to delivery of infant feeding peer support in the area.

**Leadership and activities**

* Lead, support and motivate a team of employed Peer Supporters
* Carry out line management duties for Peer Supporters including appraisals, 1:1 meetings etc.
* Take responsibility for ensuring that staff are appropriately trained and have access to supervision.
* Support and encourage trained volunteers to participate in Tea and Tots and wider BfN groups and walks throughout Ayrshire
* Develop, manage and monitor social media platforms including Facebook, Instagram and Twitter.
* Support the running of Tea & Tots groups and host where necessary, including offering face support for breastfeeding/infant feeding directly to parents as needed and signposting to other support as appropriate
* Work closely with the Ayrshire Service Manager to plan and deliver activity and report outcomes
* Support the Service Manager by producing data reports on project activity etc. as required for reporting purposes.
* Support volunteers to ensure appropriate referral and signposting of women with more complex breastfeeding issues.
* Help volunteers access local NHS training where appropriate so they can work within NHS settings.
* Provide volunteers and staff with training as required.
* Participate effectively in meetings with health professionals where necessary.
* Communicate key practical breastfeeding messages in a clear, persuasive and empathetic manner.
* Develop partnerships by engaging and communicating with other organisations and community members, some of whom may have barriers to understanding health messages.
* Ordering and delivery of resources (promotional posters, leaflets, books, dolls, contact forms, books etc.) for support sessions as required.
* Assist with organisation of events and other community activities as needed e.g. Study days, stalls, conferences etc.

**Analysis and data management**

* Developing and evaluating feedback from service users.
* Keep accurate and up to date records in line with BfN Information Governance policy and BfN Code of Conduct.
* Support the Service Manager in presenting reports to local stakeholders and in attending meetings.
* Assess the effectiveness of the project using a range of qualitative and quantitative data from a variety of sources that may conflict.

**Equality and Diversity**

* Ensure that staff and volunteers understand and implement the BfN Equality and Diversity Policy
* Ensure that staff and volunteers work in a way that supports inclusion and values diversity. This responsibility includes actions in relation to service users, volunteers, work colleagues, people in other organisations and members of the public.
* Consider ways to remove barriers to accessing support, especially for families from diverse backgrounds and where English is not their first language

**Health & Safety**

* follow standard Health and Safety guidelines
* undertake a proactive role in the management of risks in compliance with the Health and Safety at Work Act 1974 and subsequent legislation
* take care of your own personal safety and that of others

**Personal**

* Maintain registration with BfN with regular supervision (if relevant) and continuing professional development

This is not an exhaustive job description and may be subject to change according to the needs and development of the role. It is expected that the post holder may undertake such other duties as may be reasonably requested

Person Specification:

**We expect applicants to have previous experience in managing staff and volunteers and in running groups aimed at families with young children.**

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

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| Essential |
| * Registered as a Breastfeeding Helper or Supporter with The Breastfeeding Network (BfN) and have had at least minimum supervision required to retain registration from your named supervisor since qualification or be willing to transfer in to the Breastfeeding Network
* Completed recognised breastfeeding peer support training
* Experience of supporting mothers face to face with breastfeeding
* Experience of working in a health or community setting in paid or volunteer capacity
* Knowledge of BfN, its ethos, policies and procedures
* Knowledge of how breastfeeding can help address inequalities
* An awareness and understanding of the importance of equity and inclusion
* Knowledge of the Infant Feeding culture in Scotland and the specific issues that affect families
* Excellent leadership skills including the ability to motivate and manage a team of staff and volunteers
* Ability to work effectively with colleagues, parents, members of the community and Health Professionals
* Excellent written and oral communication skills
* Excellent interpersonal skills, including sensitivity to different perspectives and negotiating skills
* Excellent organisational skills, including project management and time management skills
* Experience of management of social media accounts such as Facebook, Instagram and Twitter
* Experience of arranging and hosting virtual meetings via Zoom, Teams, Near Me etc.
* IT skills (Word, Excel, email, office 365 and internet)
* Experience of data collection
* A space to work at home with reliable, secure internet access
* Access to a car and ability to travel frequently within the local area and sometimes further afield to attend meetings and training
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| Desirable |
| * Show evidence of continued professional development and ongoing learning
* Experience of multi-agency partnership working
* Experience of managing a team of staff and/or volunteers
* Ability to evaluate data and use the results to write high quality reports
* The ability to motivate others when problems arise through positive communication and working together to find solutions to problems
* ‘Can-do’ attitude and evidence of delivering results
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