

JOB DESCRIPTION

JOB TITLE: Breastfeeding Neonatal Peer Supporter (Glasgow)

TEAM & DEPARTMENT: Commissioned Services

SALARY: £21,658 (Pro-rata)

LAST UPDATED: November 2024

RESPONSIBLE TO: Glasgow Service Delivery Manager

MAIN PURPOSE:

The post holder is responsible for providing breastfeeding support to families both individually and alongside NCT Peer Support volunteers. They will assist and encourage NCT volunteers to support parents with babies in the neonatal units through face-to-face cot side support, throughout the NHS Greater Glasgow and Clyde (GGC) Health Board.

RESOURCES CONTROLLED

- None

JUDGEMENT AND DECISION MAKING

- Good judgement will be required in responding appropriately to mothers
- Good decision making is required in responding to requests for information.

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:

- The objectives are agreed by the NCT Project Management who will provide some support, but the post holder will also be required to use their initiative as they will be working largely unsupervised.

MAIN RESPONSIBILITIES & DUTIES:

- To support the Peer Support volunteers to assist families within the neonatal wards.
- To provide, as required, informal breastfeeding peer support to mothers in line with the NCT peer support code of conduct and the memorandum of understanding with NHS GGC.
- Supporting NHS GGC Healthcare Professionals with monitoring and reviewing where appropriate.
- To participate in reflective support with Neonatal Infant Feeding Lead, as required.
- 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 session with Project Manager and Infant Feeding Lead.
- Any other duties as requested by the NCT Management Team.

NCT BEHAVIOURS:

- Agile - flexible to changing requirements.
- Brave - not afraid to be bold.
- Collaborative - work well with others
- Inclusive - champion diversity and act with tolerance and respect
- Passionate - about NCT's charitable mission
- Rigorous – make evidence-based decisions.

SAFEGUARDING

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 neonatal experience
- Experience working with, and leading teams of, volunteers
- Good organisation skills
- Good written and excellent oral communication skills
- Good interpersonal skills with the ability to create rapport with a range of people
- Ability to manage time and prioritise effectively
- Strong relationship-building skills
- Good attention to detail

DESIRABLE

- Understanding of NCT
- Experience of neo-natal units, either as a healthcare professional or as a parent.