

VOLUNTEER ROLE DESCRIPTION

ROLE:	Breast Feeding Peer Support
CLINICAL GROUPS:	Trafford Local Care Organisation
DEPARTMENT:	Children's Community Services
REPORTS TO:	Infant Feeding Coordinator / Infant Feeding Advisor
ACCOUNTABLE TO:	Patient Services Lead, Patient Experience & Engagement Lead, Patient Experience Matron, Voluntary Services Manager, Voluntary Services Administration Officer

ROLE PURPOSE

The role is designed to support mothers with breastfeeding by providing evidence-based, mother to mother support that builds confidence in their chosen feeding method, in line with the UNICEF Baby Friendly initiative. As a volunteer you will assist the Infant Feeding team at community breastfeeding support sessions.

You will:

- Meet and greet parents at sessions.
- Provide face to face, peer support to mothers.
- Help create a warm, welcoming, and non-judgemental environment.
- Working under the supervision of a member of the Infant Feeding team.
- Be passionate about breastfeeding and enthusiastic about helping other mothers in the local community.

Please note: This role does not replace the work of a member of staff, but provides valuable support to new mothers, directly benefiting both parents and the Infant Feeding team.

MAIN DUTIES AND RESPONSIBILITIES OF THE VOLUNTEER

Volunteers will:

- Report to the Infant Feeding Coordinator or Infant Feeding Advisor at the start of each session.
- Introduce themselves to each family, obtain verbal consent to offer support, and use the mother's preferred name.
- Provide a warm, positive and welcoming environment by greeting families on arrival.
- Offer support and information in line with relevant infant feeding training and UNICEF Baby Friendly standards.
- Observe and offer guidance on optimal positioning and attachment for effective feeding.
- Signpost parents to relevant services, groups, and additional support as appropriate.
- Support supervision sessions by sharing and promoting evidence-based information.
- Help keep group information and promotional resources up to date.
- Assist the Infant Feeding Coordinator and Advisor with setting up and tidying away the room and resources.

- Complete all necessary training provided by MFT's Voluntary Services team and supported by clinical teams.
- Act as a buddy or mentor for new volunteers, providing guidance and encouragement.

SUPPORTING BREASTFEEDING STANDARDS:

Volunteers are expected to:

- Have personal experience of breastfeeding a child, either currently or in the past.
- Maintain a non-judgemental, welcoming, and friendly approach.
- Demonstrate good communication skills, relating easily to both adults and children in face-to-face peer support group settings.
- Be reliable, flexible, and able to adapt to different situations as they arise.
- Act as a buddy or mentor for new Breast-Feeding Peer Support Volunteers.
- Contribute to improving the breast-feeding experience by participating in local and national initiatives, e.g., World Breastfeeding Week (1st - 7th August) and assisting with local audits.

RECORD AND REVIEW

Volunteers will:

- Observe parents and babies during support sessions and complete a paper-based record.
- Submit the completed record to the Infant Feeding Coordinator or Advisor, who will then upload the information onto EMIS.

TRAINING

Volunteers must complete:

- Breastfeeding Peer Support training prior to commencing the role, primarily via e-learning, with two face-to-face sessions delivered by the Infant Feeding Coordinator.
- Mandatory Trust induction and training.
- **Training topics will include:**
 - How breastfeeding works
 - Responsive feeding
 - Positioning and attachment
 - Problem-solving
 - Longer-term breastfeeding
 - Communication skills
 - UNICEF Baby Friendly Initiative standards

ROLE AND RESPONSIBILITY OF THE PRACTITIONER SUPERVISING THE VOLUNTEER

Practitioners will:

- Provide the volunteer with a full orientation to the venue, ensuring familiarity with the environment, safety procedures, and processes.
- Identify one or a small group of mothers for the volunteer to assist before and during each session.
- Share all relevant information to enable effective support, including cultural or religious considerations and any other special needs.

The above responsibilities will also be covered in the training programme provided by the Voluntary Services team and the Infant Feeding team prior to the volunteer starting in this role.

INFECTION CONTROL

All volunteers are required to adhere to the MFT Infection Prevention and Control policies and procedures applicable to their role. Managers are also responsible for ensuring that their volunteers complete all relevant, required training in this area.

HEALTH AND SAFETY

MFT has a statutory responsibility to provide and maintain a healthy and safe environment for its volunteers to work in. You have a personal responsibility to ensure that you do not put the health and safety of either yourself, or of anybody else, at risk.

You must not willingly endanger yourself or others whilst on hospital grounds; safe working practices and safety precautions must be adhered to and protective clothing and equipment must be used where appropriate. The MFT Health and Safety Policies detail your full responsibilities regarding Health & Safety at Work, which can be found on the MFT Intranet.

All accidents/incidents must be reported to your Senior Manager, including the reporting of potential hazards.

Please note you must only act within the remit of your role and is important that under no circumstances as a volunteer you become involved in any of the following activities:

- Clinical or medical treatments of any kind, including the handling of pharmaceuticals
- Psychological and or physical interventions, counselling or nursing duties. This includes supporting a patient with feeding or using the toilet
- Advising patients on matters at all – personal, financial, medical, nutritional etc. If a patient asks for advice; the volunteer must direct them to the nursing colleagues
- Be involved in lifting/handling patients or pushing patients in wheelchairs unless trained
- Monitor or supervise patients
- Access or input a patient's records
- Handle complaints from patients. Any concerns raised must be escalated to the nursing team, and or the volunteers' services managers
- Escorting patients off hospital premises

Please speak with your manager if you have any queries regarding this.

SAFEGUARDING

All volunteers must ensure that the policies and legislation relating to child protection and Safeguarding of children, young people and vulnerable adults are adhered to. Any concerns should be reported immediately in line with defined MFT processes. Managers are also responsible for ensuring that their volunteers complete all relevant, required training in this area.

SECURITY

All volunteers have a responsibility to ensure the preservation of NHS property and resources. Any concerns should be raised immediately with your line manager, or via the Freedom to Speak Up team.

CONFIDENTIALITY

All volunteers are required to maintain confidentiality at all times in all aspects of their work and to retain the required standard of Information Governance training. Managers are also responsible for ensuring that their volunteers complete all relevant, required training in this area.

INFORMATION AND COMMUNICATION

MFT operates a system of comprehensive communication with all volunteers, which is based on the principles that people will be more committed to their work if they fully understand what is happening in their organisation and how it is performing. Regular updates are issued by MFT and which are accessible via the MFT Intranet. Colleagues can also access a wide range of information, including Workforce Policies, via People Place.

NO SMOKING

MFT operates a Smoke Free policy across all of its sites. The policy applies to all colleagues, affiliates, volunteers, patients and visitors and extends to the hospital grounds as well as internal areas.

Person Specification

Attributes	Essential	Desirable	Method of Assessment
QUALIFICATIONS	<p>Successful candidates will require a Disclosure and Barring Service (DBS) check.</p> <p>Ability to communicate effectively in English, both verbally and in writing.</p> <p>Successful candidates will also be required to complete the Trust's Mandatory Training, and the Breast-Feeding Training.</p>		<p>Disclosure and Barring Service (DBS).</p> <p>Application form / interview / recruitment event.</p> <p>Completion of the Trusts Mandatory Training.</p>
KNOWLEDGE	<p>Demonstrates understanding of the Trust's core values and how they relate to the volunteering role.</p> <p>Shows a strong understanding of the Infant Feeding Team and its functions.</p>	<p>Experience of working within a health care environment.</p>	<p>Application form / interview / recruitment event.</p>
TRAINING AND EXPERIENCE	<p>Full training will be provided to all successful candidates.</p>	<p>Healthcare / related Qualifications.</p>	<p>Completion of the Trusts Mandatory Training.</p> <p>Role specific training provided by department of placement.</p>
SKILLS AND ABILITIES	<p>Displays skills such as:</p> <ul style="list-style-type: none"> • Compassion, empathy, active listening and responsiveness • Ability to work independently and take initiative • Enthusiastic and strong motivation • Enhanced communication skills, with the ability to engage effectively with a variety of health professionals, the general public, and fellow volunteers • A commitment to maintaining confidentiality at all times. • A professional attitude • An understanding of the role's boundaries and the ability to recognise when to refer matters to staff. 	<p>Ability to manage occasional behaviour with professionalism and empathy.</p>	<p>Application form / interview / recruitment event.</p>

<p>ATTRIBUTES</p>	<ul style="list-style-type: none"> • Enthusiastic and committed to supporting and contributing to high standards of patient care. • Friendly, open, empathetic and compassionate. • Professional outlook with a positive attitude. • Honest and trustworthy. • Resilient and able to handle challenges effectively 		<p>Application form / interview / recruitment event.</p>
<p>OTHERS</p>	<p>You must be 18-years of age to apply for this role.</p>		<p>Application form and evidence of ID.</p>