**Nottingham CityCare Partnership**

**Children’s Public Health 0-19 Nursing Service
Flexible locations across Nottingham City**

**Role Profile: Breast Feeding Peer Support Volunteer**

**Role Description:** Our Children’s Public Health 0-19 Nursing Teams (formally Health Visiting and School Nursing) across the organisation need friendly volunteers to help us with our breast feeding groups. You will engage with parents/carers, their children and support staff to run the groups making an effective contribution to day to day running of services and improving client experience.

**Time Commitment**: 2 - 3 hours per week. Monday to Friday morning or afternoon (not bank holidays).

**Key tasks:**

* Support set up and clear up of the room as able.
* Collation of any resources required for the group.
* Be a professional and welcoming presence, greet parents on arrival and make them welcome in the group.
* Be friendly and approachable - listen to parents and help them feel at ease.
* Support staff with any signposting for additional support.
* Support families who are using an interpreter in the group.
* Support and empower parents to feel confident in feeding their babies and children, feeding their way.
* Support people to complete surveys e.g., patient feedback.
* Act on and escalate any concerns to a staff member.

**Would suit:** Someone who has breast fed their own children who have good communication skills, patience and empathy.

**Essential/Desired Skills and Experience:**

* It is essential that the volunteer has personal, lived, experience of breast feeding their baby.
* Conversational English as a primary or secondary Language.
* Motivation and willingness to learn and complete any relevant training.
* Ability to work as part of a team.
* Understanding of need for confidentiality although training will be provided
* Friendly and approachable and non-judgmental.
* Good interpersonal skills and able to interact with a diverse range of people.
* Relate to people in a polite, friendly and courteous manner with empathy and compassion.
* Able to follow instructions.
* Willingness to help and support staff and clients.
* Punctual and reliable.
* Able to work independently and as part of a team.
* Commitment to uphold CityCare values and behaviours.

**What we can provide**

* Supervision and support from a dedicated member of staff.
* Opportunity to join a network of volunteers
* Induction and ongoing training and education
* Re-imbursement of travel expenses.
* An opportunity to gain new skills

**Dress code:**

You will be issued with an ID badge and volunteer lanyard which you must wear at all times to show that you are volunteering. All volunteers will be expected to follow our Dress Code and Infection Protection and Control policies.

All Volunteers will require a DBS check.

**March 2023**