

Familyhub  
TORBAY

# Peer Supporter Information Booklet

LET'S NURTURE TOGETHER

ONE FEED  
AT A TIME

We're here to support you,  
because you need nurturing too.

[torbayfamilyhub.org.uk/topic/one-feed-at-a-time-campaign](https://torbayfamilyhub.org.uk/topic/one-feed-at-a-time-campaign)

## Infant Feeding

In the early days when parents are getting to know their baby(ies) they may sometimes need help with feeding, but support can make all the difference. Our Breastfeeding Peer Supporters are mothers who are trained to support other mothers in their feeding journeys.

To become a Peer Supporter, you must firstly have lived experience of breastfeeding and/or provided breastmilk for your child, complete a training programme, provide references and consent to a DBS check and receive on-going development and supervision.

### What does a peer supporter role involve?

Supporting best practice around infant feeding such as the Baby Friendly Initiative. Helping parents navigate feeding choices and what works for them and their family. Being positive advocates of breast feeding but respectful in infant feeding choices. Peer supporters may help run our infant feeding groups, develop groups in the community or offer 1:1 contact.

You'll work alongside professionals and can speak to women at breastfeeding drop ins, Family Hubs, health clinics, your local hospital or antenatal sessions.

- **Hours** - One to three hours per week
- **Responsible to** - Peer Support co-ordinator / Practice Lead
- **Location** - phone / face to face

#### Duties and responsibilities

- Be warm, welcoming and friendly
- Be reliable
- To be inclusive and respectful
- To be a good listener and able to communicate effectively

#### What will I have to do?

- Becoming a part of the Family Hub and Action for Children team
- Provide Information and support to parents / carers and families within a group setting
- Let parents / carers and families know about groups they could join and support available to them
- Collect feedback on families experiences of our services
- Offer phone or text support

#### What's in it for you?

- The opportunity to be part of a proven and effective service supporting families, providing a rewarding volunteering experience
- Regular training and development opportunities
- Connection sessions with other peer supporters and champions in Torbay
- Support with personal development plans during quarterly 1:1 supervisions
- Opportunity to improve future employment prospects

## Qualifications and Experience

To be a peer supporter **you must have breastfed your own baby or child** (or are still breastfeeding feeding) and be committed to undertake accredited training.

You will need a current DBS or be part of the update service. Full training and support will be given in your chosen area including Child Protection.

You will also gain practical experience of helping families with ongoing support from our staff team supporting families from across Torbay.

You will meet a range of new people and be filled with a sense of satisfaction, knowing that you have helped make an unforgettable, positive difference to parents, babies and families.

### Training

Volunteering is a fantastic way to build new skills, meet new people and get involved in work that you may not have the chance to do ordinarily. We are committed to helping our peer supporters and champions grow and develop, so we will share any additional learning opportunities as they arise supported by their mentor.

All volunteers receive training before going on to support families. This is followed up with ongoing professional development and supervision. We provide training in the following areas to support you in your volunteer role.

#### Level Two Training for ALL Infant Feeding peer supporters

- Introduction and benefits of breastfeeding
- Anatomy and Physiology
- Attachment and positioning
- Communication skills
- Life with a breastfed baby (when help is needed)
- Common Breastfeeding problems
- Boundaries
- Safeguarding (provided by Action For Children)
- Celebration session

#### Enhanced Training

- **Refresh of communication skills** – with a refresh of what this looks like when supporting via telephone or text or virtual formats
- **Supporting with bottle feeding**, whether expressed bottle milk or formula
- **Information on formula milks** and safe preparation
- **Meeting women antenatally** to support them to make informed choices around infant feeding



# Once trained

You could volunteer or support at any or all of these

Action of Children volunteer training (mandatory modules)

Community Group

At the Hospital

Own interest group/service

Family Hub groups

Breastfeeding Peer Support Training level 2 accredited

After a while you can undertake additional training

Torbay Family Hubs Infant Feeding Helper training

Masterclass Baby feeding group, Thriving Child

You could then volunteer or support

Virtual/phone support begins antenatally (phones provided)

Antenatal mapping – friends and family

Video/WhatsApp/1:1 person meet up (not home visiting)

Ongoing contact – signpost to groups etc.

Peer Supporters are mentored by our Torbay Breastfeeding Peer Support lead. You can expect to receive regular support and supervision when carrying out your volunteer role including a comprehensive induction before you start.

## How to get in touch

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Family Hubs in Torquay, Paignton, Brixham

[torbayfamilyhub.org.uk/topic/one-feed-at-a-time-campaign](https://torbayfamilyhub.org.uk/topic/one-feed-at-a-time-campaign)