

# **BREASTFEEDING PEER COUNSELOR – JOB DESCRIPTION**

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<b>Job Title:</b> Breastfeeding Peer Counselor	<b>Approved by:</b> WIC Director
<b>FLSA Status:</b> Non-Exempt	<b>Reports To:</b> Assistant WIC Director
<b>Date:</b> October 9, 2007	<b>Salary:</b> \$22,880
<b>Location:</b> Multiple Locations	

## **JOB SUMMARY**

CCI is looking to fill a Breastfeeding Peer Counselor (BPC) position. The BPC will provide information, support and guidance to WIC prenatal and postpartum participants to assist in the breastfeeding experience. The BPC will assist with the delivery of WIC services at the CCI site to assure that the provision of high quality, cost efficient, culturally sensitive services comply with all Federal, State and local agency policies and procedures

## **KEY FUNCTIONS/RESPONSIBILITIES:**

- Counsels WIC participants about benefits of breastfeeding and proper positioning either by phone or in person.
- Supports WIC participants who are breastfeeding or are thinking about breastfeeding by answering any questions they may have to help them to be successful in breastfeeding.
- Follows-up with pregnant women by mouth of expected delivery, before and after birth of day.
- Makes the clinics breastfeeding friendly by having bulletin boards with breastfeeding pictures and having breastfeeding materials available for the participants.
- Assists with planning and conducting of breastfeeding showers in the clinic by sending invitations and contacting participants, discusses benefits and proper positioning in breastfeeding when doing the class.
- Provides breastfeeding classes to other programs when needed.
- Acts as an advocate for breastfeeding, as observed by Supervisor.
- Offers a breast pump to breastfeeding participants who are returning to work or school and discusses collection and storage.
- Contacts the Supervisor about a participant eligible for an electric breast pump.
- Referral to other breastfeeding resource programs such as La Leche league, Lactation Consultants if needed.
- Referral to nutritionists with regards to nutrition in breastfeeding.
- Referral to Supervisor with regards to high risk conditions affecting breastfeeding such as medications and contraindications in breastfeeding.
- Recognition of symptoms of mastitis/other medical problems that require physician.
- Keeps a journal/log of contacts with the participants on a daily basis.
- Provides the Supervisor with a monthly report of daily activities.

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## **EDUCATION AND EXPERIENCE:**

- Requires a High School Diploma or GED.
- **MUST** have at least six months of positive breastfeeding experience.
- At least one year of relevant work experience, preferably in a medical setting or an equivalent combination of training and experience in order to perform office routines and clerical support functions.
- Some customer service required.
- Some computer skills required.

## **OTHER SKILLS AND ABILITIES:**

- **MUST** have language skills.
- Must possess excellent communication and interpersonal skills in order to greet participants and visitors in person or over the phone, and to direct them accordingly.
- Ability to maintain a high standard of customer service and observance of corporation protocol in a hectic and sometimes hostile situation.
- Ability to read and write in order to update participant information/forms, accurately communicate phone messages, and respond to visitors and callers as needed.

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## **INTENT AND FUNCTION OF JOB DESCRIPTIONS**

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*

*In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.*

*Job descriptions are not intended and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*