



## JOB DESCRIPTION

# LACTATION SUPPORT PROFESSIONAL

May 2022

***The mission of Healthy Start is to improve maternal and child health and to reduce poor birth outcomes and infant mortality in Allegheny County.***

### **Overview:**

The ***Healthy Start Center for Urban Breastfeeding*** is a comprehensive breastfeeding education, support, outreach and advocacy initiative focused on improving the trajectory of breastfeeding for Black women and babies.

Join our team of lactation support professionals and help Black women and birthing people in Allegheny community reach their breastfeeding goals through respectful, compassionate and culturally-responsive care. Our trained lactation support providers ensure that all participants of the Healthy Start Center for Urban Breastfeeding (HSCUB) are served both timely and with the highest level of care and expertise. The trained lactation support provider will develop a keen understanding of all services provided within the HSCUB in order to provide participants with the full scope of support throughout their individualized breastfeeding journey.

### **Duties of the Position:**

- Help to position the Healthy Start Center for Urban Breastfeeding as an exemplary community-based program that is trauma-informed, culturally-responsive and centers the lived experiences of Black women and families through innovative program delivery, collaboration and meaningful community engagement
- Provide individualized lactation assessment, education and support on the phone, via vide conference, HSCUB office, participant home, or other community setting using evidence-based guidance
- Provide assistance with breast milk pumping, pump usage, management of breast milk collection and storage, and obtaining breast pumps for home use
- Contribute to Healthy Start benchmarks for breastfeeding initiation and duration
- Complete and coordinate referrals from intake to completion
- Maintain accurate documentation and data through charting platform
- Service incoming lactation support calls through phone triage
- Host and conduct educational lactation courses
- Support a positive customer service experience and timeliness of communication for all stakeholders who interact with the program
- Provides education to staff on breastfeeding and lactation support
- Remains current in advances in lactation practices and implications for patient care
- Other duties as assigned

### **Qualifications of Position:**

- Must demonstrate a passion for maternal and child health, with an understanding of public health concepts and health disparities
- Must understand the current and historical context of breastfeeding within the Black community, with a high level of cultural competence and humility in working with the target population
- Must be either of the following: a certified lactation consultant; have an equivalent certification or education; committed to obtaining certification if not already certified; and/or have experience in caring for the breastfeeding/lactating mothers and infants

*Other:*

- Act 33/34 and FBI clearances are required
- Must possess a valid unrestricted Pennsylvania Driver's License
- Must possess current and valid unrestricted automobile insurance and be listed as an insured driver
- Must be fully vaccinated for COVID-19

**Skills and Knowledge Required:**

- Passion, energy and drive
- Strong history of work or shared lived experience with the target population
- Knowledge of the scope of practice of breastfeeding
- Ability to provide education and direct support to program participants and their supports (partners, other family members)
- Excellent organizational, interpersonal, communication (written and verbal), and analytical skills.
- Strong attention to detail
- Understanding of community and service delivery systems
- Ability to follow instructions, take direction from management and comply with the boundaries. of the established policies and procedures, while embracing the importance of contributing new ideas
- Ability to meet deadlines and process assignments in a timely and accurate manner.
- Ability to travel within Allegheny County
- Commitment to protecting the confidentiality of employee and agency information
- Professional demeanor is required as you will interact with persons at all levels within the organization, outside of the organization and community

**Supervisory Relationship:**

This position works under the direction of the HSCUB Program Manager

**Compensation:**

\$18-\$22 per hour commensurate with experience. This is an exempt position.

Candidate must possess the ability to work at locales outside of the office environment.

Email resume and cover letter to [hr@hsipgh.org](mailto:hr@hsipgh.org).

***Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.***