

STAFF ROLES - PEER COUNSELORS: ROLES AND RESPONSIBILITIES

LEVEL 2 HANDOUT: WHO CAN HELP ME IN MY JOB

As you begin working as a peer counselor, remember that you are not alone! Many people are eager to help you learn about your job and to share ways to help mothers. When mothers need help outside your area of training, follow your WIC agency's guidelines as outlined below.

Situation	Who to Contact (insert name)	How to Reach
Breastfeeding problems that you have not been trained to help with.	WIC Designated Breastfeeding Expert:	
Mom reports breastfeeding questions or problems that do not resolve after 24 hours.	WIC Designated Breastfeeding Expert:	
Medical concerns of the mother or her baby.	Encourage mom to contact her Healthcare Provider:	
Mother's concerns about the baby's weight gain or process/timing of starting solid foods.	WIC Nutritionist:	
Mother's questions about the WIC Program.	WIC Support Staff/Nutritionist:	