## Job Description

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| **Job title** | **Mentoring Coordinator** | **Salary:** | Up to £24000 (Depending on Experience)  |
| **Reporting to:** | Head of Youth Work | **Holidays:** | 33 days including bank holidays |
| **Location:** | Wirral Youth Zone | **Hours:** | 40 hours per week (including evenings & weekends) |
| **Key Relationships:** | Youth Zone staff, young people, volunteers, parents, Community Partners. |

**Job Purpose:**

To deliver an efficient and effective Structured Mentoring Programme to vulnerable and at-risk children and young people from across Wirral. You will be responsible for the management of a cohort of children/young people and their volunteer Mentors. You will match children and young people aged between 8 to 21 years with appropriate volunteer mentors and manage the mentoring relationship they share. As Mentoring Co-ordinator, you will be responsible for Managing, advising and guiding mentors, imparting information and drawing on their skills to maximise support for their allocated young person and develop and deliver training packages to meet the needs of the volunteer mentors.

The role will require significant communication and interpersonal skills to engage and negotiate with children and young people across a wide age range and from diverse backgrounds and their families.

This role requires a flexible working pattern and you will be expected to work evenings and occasional weekends. You will also be expected to travel to different venues/locations.

Youth Zones are amazing places: accessible, vibrant, welcoming, fun and caring are just some of the words used by young people to describe their Youth Zone. Wirral Youth Zone, which opened in April 2017 is no different. Youth Zones are for young people aged 8 to 19, and up to 25 for young people with additional needs. Wirral Youth Zone is part of the growing OnSide network alongside Bolton, Blackburn, Manchester, Oldham, Carlisle, Wigan, and Wolverhampton.

Wirral Youth Zone is centrally located, dedicated to young people, and makes a bold statement about the importance of giving young people high quality places to go in their leisure time and has big ambitions to be a flagship for quality youth provision. Open 7 days a week, at weekends and during school holidays, the Youth Zone’s purpose is to help young people grow to be happy, healthy, and successful adults. The state-of-the-art £6 million building provides young people with access to a range of activities, all offering young people the opportunity to try new things, meet new friends and gain support from friendly, warm, and positive staff and volunteers. The facilities include a 3G pitch, a gym, sports hall and recreation area, and dance, arts, music, and media suites.

**Values and Aspiration**

The young people’s chosen name “The HIVE” represents the aspirations and values that young people feel the Youth Zone should stand for. The Youth Zone is a ‘hive’ of activity, adventure, and fun for all young people where they can try new experiences and learn new skills. The Hive is a place where young people can reach their full potential, grow their dreams, and achieve their goals. They want it to be a safe and supportive community for young people to belong and be themselves.

We are looking for someone who can deliver on the young people’s aspirations and who:

* Is a positive role model for young people who believes and recognises young people’s potential
* Has positive and “can do” attitude
* Takes responsibility for their own actions
* Is committed to a culture of continuous improvement and subscribes to a “tonight’s better than last night” philosophy
* Is willing to go the extra mile to ensure great provision for young people

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**Duties and Responsibilities – General**

* Work within the performance framework of Wirral Youth Zone and OnSide
* Represent Wirral Youth Zone positively and effectively in all dealings with internal colleagues, and external partners
* To be alert to issues of safeguarding and child protection, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, and to report any child protection concerns to the designated Child Protection Officers using the safeguarding policies, procedures and practice (training to be provided)
* To assist with any promotional activities and visits that take place at the Youth Zone
* To actively promote the Youth Zone and positively contribute towards increasing Youth Zone membership
* To adhere to Wirral Youth Zone policies at all times, with particular reference to Health and Safety, Safeguarding and Equal Opportunities

**Duties and Responsibilities - Detailed**

* Support children/young people from diverse backgrounds
* Manage, train and develop a team of volunteer mentors
* Support children/young people through the mentoring relationship around a variety of issues such as education, training, mental health, sexual exploitation, emotional and behavioural support, criminal activity, sexual health, bullying, self-development, employment, independent living
* To match children/young people with appropriate volunteer mentors and to manage and monitor the mentoring relationship they share. To maintain weekly contact with both parties ensuring regular updates including: the relationship, young person’s progression, any issues or concerns, professional information.
* Work alongside colleagues across The Hive to ensure young people access multiple opportunities the organisation has to offer.
* Plan, organise and facilitate activities in a creative way, utilising the variety of facilities at The Hive. Undertake issue based group activities where appropriate to support children/young people.
* Attend and participate in child protection meetings, planning and review meetings, Child Action Meetings and complete reports when required.
* Ensure that work practice and delivery operates within the project outcomes, safeguarding policies and Health and Safety policies.
* To undertake any other work requested by your line manager that relates to the role.

**Special Requirements**

* This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS)
* A willingness to work unsocial hours during evenings and weekends is required
* The ability and willingness to travel to meetings and events both in the Wirral and beyond

**Person Specification**

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| **Selection Criteria\***A = Application Form I = Interview T = Test/Personality Profile | **Selection Criteria\*** | **Selection Criteria\*** |
| **Experience** |  |  |
| Proven experience of working with young people aged 8 to 19 (25 with disabilities) in a range of settings | Essential | A & I |
| Proven experience of delivering and developing Training packages | Essential | A & I |
| Experience working in a team and with volunteers | Essential | A & I |
| Experience of youth work and delivering youth work programme  | Essential  | A & I |
| Experience of mentoring and developing young people and adults | Desirable  | A & I |
| Experience of work with those with disabilities and additional needs | Desirable | A & I |
| Experience providing information, advice, guidance, and support to young people and adults | Desirable | A & I |
| Experience of dealing with safeguarding issues within a multi-agency setting | Desirable | A & I |
| Experience of working with other agencies to promote best outcomes for children/young people | Essential | A & I |
| **Skills** |  |  |
| Excellent written and verbal communication  | Essential  | A & I |
| Ability to coach, encourage, motivate, and provide reliable support to volunteers | Essential | A & I |
| Ability to work with groups of young people | Essential  | A & I |
| Strong commitment to young people and ability to engage and build positive relationships with disengaged young people | Essential | A & I |
| Ability to establish good professional relationships with young people, adults, and partner agencies/organisations | Essential | A & I |
| Ability to manage and organise several tasks at a time | Essential | A & I |
| Ability to take initiative and work creativity | Essential | A & I |
| IT literate | Essential | A & I |
| **Knowledge** |  |  |
| Knowledge of the issues affecting young people  | Essential | A & I |
| Understanding of the principles of working with children and young people | Essential | A & I |
| Knowledge of recruitment and selection process | Desirable | A & I |
| Knowledge of health and safety, diversity awareness and safeguarding best practice and how these relate to children and young people | Desirable  | A & I |
| **Educational / Vocational Qualifications** |  |  |
| GCSE or equivalent literacy and numeracy | Essential | A |
| A professional youth work or teaching qualification (or equivalent) | Desirable | A |

\*Selection criteria for guidance only, alternative methods may be used to assist the selection process

**OnSide Youth Zones Values**

As a Youth Zone community, our values provide us with cohesion as a group. We celebrate our differences; however, these values help ensure our actions, behaviour and motivations as colleagues and volunteers reflect our shared vision.

1. **Serving Young People**
* Focus on serving young people
* Continuous improvement in the service we offer
* Building relationships

We are dedicated to the development of young people and shall always strive to provide them with an environment and activities that will best inspire and develop them; that can deliver the ‘wow’ factor and leave a lasting impression.

We shall work to high standards and go the extra mile to build strong, positive relationships with young people. We welcome all young people as they are, and support them to make good decisions, ensuring their changing needs remain at the heart of our services.

1. **Can-Do Approach**
* Getting results
* Motivating others
* Determination

We shall deliver exceptional results through our passion and energy, pushing the bar higher. We will encourage ourselves and others to take on new challenges, whilst offering support and seeking advice at times, with a real pride in what we do.

We must be resilient and determined to achieve our goals. We all understand that sometimes we will not get there but often we will achieve spectacular success.

**3. Teamwork**

* Openness
* Supporting others
* Valuing and respecting others

In our network every job and volunteer role is important. We value each person and his or her job as much as we value our own. We recognise the efforts of others, whether seen or unseen. We strive to be a team of high quality coaches; sharing our experience and best practice across the network and in turn benefiting from the experience of others.

We should encourage different views to our own, and support colleagues in their decisions irrespective of their outcome. We should be able to challenge colleagues openly, speaking up on controversial issues without fear. Therefore, our relationships will develop with each other based on trust, respect, and dignity.

**4. Doing it Right**

* Acting with integrity
* Constant personal improvement
* Developing others

We are passionate about doing it right and are happy to seek specialist help when needed. We will train and be trained.

We encourage learning and development and will achieve ever-increasing personal competence resulting in a culture of constant improvement and professionalism.

**5. Innovation Friendly**

* Innovative environment
* Individual creativity

We want to provide an environment that generates innovative ideas and solutions; we are trailblazers. We wish to encourage employees, volunteers, and young people to experiment with process and service provision.

We want an environment where innovation and creativity can flourish. We want a network where there is the freedom for individuals to think differently.