

Job Description

Job title	Mentoring Coordinator
Reporting to:	Mentoring Lead
Location:	The Way Youth Zone
Key Relationships:	Youth Zone staff, young people, parents and local partners

Job Purpose:

To support the delivery of an efficient and effective structured Mentoring Programme aimed at vulnerable, disadvantaged and at-risk children and young people from across the Wolverhampton borough, under the leadership of the Mentoring Lead.

You will be responsible for coordinating and supporting of a yearly cohort of children/young people and volunteer mentors and will initially support the Mentoring Lead to match children and young people aged between 8 to 19 years (up to 24 years with a disability) with appropriate volunteer mentors and manage the mentoring relationship they share using already established procedures.

As mentor coordinator, you will be responsible for supporting, advising and guiding mentors, imparting information and drawing on their skills to maximise support for their allocated young person. The role will require significant communication and interpersonal skills to engage and communicate with children, young people, staff and volunteers across a wide age range and from diverse backgrounds.

You will also be responsible for supporting the recruitment of mentees onto the programme to ensure programme recruitment targets are maintained and that the programme is widely recognised by external organisations. Other responsibilities will include supporting the Mentoring Lead to manage mentoring support youth workers, provide information, advice and guidance to volunteer mentors during the course of their 12 month voluntary position, support with the management of mentoring related allowances and expenses and planning group activities, alongside other mentoring programme related responsibilities.

Please be aware that this is not a 9am – 5pm role and requires a flexible working pattern as you will be expected to work evenings and weekends as required. You will also be expected to travel to different venues/locations. This post is funded by The Steve Morgan Foundation.

Please read the role duties and person specification carefully. This is a people and project coordination role not a mentor role.

Context of the post:

Attracting young people from across the borough with its fantastic facilities, the Way Youth Zone provides positive activities and practical support, especially for those who are disadvantaged. The Youth Zone enables young people to make constructive use of their leisure time and to raise their aspirations. The centre is open seven nights a week, at weekends and during school holidays. The Youth Zone also develops and delivers targeted projects to improve the lives of disadvantaged and vulnerable young people in the area. With over 4,400 members at the end of our first year of opening, we provide 20+ activities each evening to over 1,200 young people, 52 weeks a year.

We are more than just an activity centre. We provide young people with 'somewhere to go, something to do and someone to talk to'. Our team of around 75 staff and over 100 volunteers provide a safe, supportive and inspiring space for young people to make the very best use of their leisure time and acquire the skills, knowledge and confidence to lead healthy and successful adult lives. We inspire young people to be ambitious, raise their aspirations and help our members to define and realise their goals.

Our service is in an award winning iconic two-storey building with an impressive array of facilities including a dedicated sports hall, a climbing wall, gym, boxing ring, dance and performing arts studio, art room, media suite, kitchen, music spaces, cafe, social areas and an outdoor floodlit all-weather pitch.

The Way Youth Zone's Values and Aspirations

The Way Youth Zone is a place of activity, adventure and fun for all young people where they can try new experiences and learn new skills. The Way Youth Zone supports young people to reach their full potential, grow their dreams and achieve their goals.

We are looking for someone who can deliver this aspiration for Wolverhampton's young people and share the following values:

TOGETHER	We are committed to building positive, inclusive relationships with all. Individuals are respected and celebrated within The Way community.
HONEST	We are open and sincere. We act with integrity and transparency and are accountable for our words and actions.
ENERGETIC	We approach all we do with a 'can-do' attitude. We are positive, dynamic and flexible and always give our best for Wolverhampton's young people.
WELCOMING	We create a safe, positive and supportive atmosphere for all. We care for people and are passionate in all we do.
ASPIRATIONAL	We are constantly evolving and always seek to improve. We grow, progress and develop as an organisation and as individuals. We lead by example and inspire others.
YOUTH-LED	We are needs-led and young person focused throughout our work

Duties and Responsibilities - General

- Be a role model for young people and present a positive “can do” attitude
- Take personal responsibility for own actions
- Commit to a culture of continuous improvement
- Work within the performance framework of The Way Youth Zone and Onside
- Represent The Way Youth Zone positively and effectively in all dealings with internal colleagues, and external partners
- Comply with all policies and procedures, with particular reference to safeguarding, codes of conduct health and safety and equality and diversity to ensure all activities are accessible

Duties and Responsibilities – Detailed

- To support the delivery of an efficient and effective structured mentoring programme aimed at supporting vulnerable and at-risk children and young people from across the Wolverhampton borough, under the leadership of the Mentoring Lead.
- To provide and maintain weekly support and communication check ins with mentors to ensure programme resources are completed as required and mentoring meet ups are occurring at least once a week.
- Being present for and supporting mentors and mentees during their initial meet ups in order to enable a comfortable first meeting.
- To coordinate mentoring related finances such as mentee monthly allowance and mentor expenses.
- To support mentoring support youth workers to effectively plan and facilitate monthly mentor meet ups, aimed at sharing best practice and encouraging mentor group work.
- Support children and young people, as well as mentors through the mentoring relationship around a variety of issues such as employment, education, training, mental health, sexual exploitation, behavioural issues, antisocial behaviour and criminal activity, sexual health, bullying, self-harm and self-development.
- To support the Mentoring Lead with the delivery of group interviews and training aimed at potential and active mentors.
- To utilise your effective IT skills to enter data into an already established matching procedures in order to enable the Mentoring Lead to match children/young people with appropriate volunteer mentors and to manage and monitor the mentoring relationship they share.
- To support and coordinate the planning, organisation and facilitation of activities and mentoring related projects in a creative way, utilising the variety of facilities at The Way Youth Zone in order to promote and recruit for the mentoring programme.

- To support and coordinate the planning, organisation and facilitation of activities and mentoring related projects to deliver to young people at external events, local schools and other related organisations in order to promote and recruit for the mentoring programme.
- To support the process of appointing a team of youth ambassadors made up of current/ past mentees.
- To support the youth mentoring ambassadors and help facilitate monthly mentoring ambassador meetings with the aim of continuously improving and developing the mentoring programme from the perspective of the mentees.
- Develop a multi-agency approach to identify and address the needs of children and young people.
- Work alongside colleagues across The Way Youth Zone to ensure young people access multiple opportunities the organisation offers.
- Signpost children and young people to the mentoring programme and other agencies where appropriate,
- To understand and adhere to The Way Youth Zone policies and procedures always with emphasis on challenging negative and discriminatory behaviours, equal opportunities, health and safety and safeguarding.
- To have responsibility for promoting and safeguarding the welfare of children and young people always.
- To be an active member of the team and deliver a focused, measurable contribution to The Way Youth Zone operating in line with the youth zone's values and principles.
- To take a creative and enthusiastic approach to making The Way Youth Zone a valued organisation in Wolverhampton and a leader in its field.
- Travel to different venues/locations and work a flexible pattern including daytime, evening and weekends.
- To attend and participate in regular team meetings.
- To attend any training identified and necessary by your line manager.
- To undertake any other work requested by your line manager that relates to the role.

All specific, general and special duties and requirements outlined above are not exhaustive and this role and other responsibilities that are seen as reasonable and in the best interest of all the children and young people supported by The Way Youth Zone Wolverhampton may be applicable.

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 events in the City and beyond
- Ability to identify and challenge discrimination and discriminatory behaviour, taking appropriate action as necessary

Person Specification

Selection Criteria* A = Application Form I = Interview	Essential or Desirable	Method of Assessment
Experience		
Experience of coordinating staff and volunteers	Essential	A/I
Experience of working in a mentoring setting with children and young people.	Essential	A/I
Experience of using a variety of communication methods such as telephone and email to communicate with staff/volunteers/young people/parents/carers.	Essential	A/I
Experience of supporting the delivery of programmes for children and young people.	Essential	A/I
Experience of making assessments on the individual needs of young people and volunteers and developing appropriate support packages.	Desirable	A/I
Experience in leading activities with diverse groups of young people and volunteers.	Essential	A/I
Experience of engaging difficult and hard to reach young people.	Essential	A/I
Experience of working towards and achieving outcomes with young people and volunteers.	Essential	A/I
Experience of recruiting, supervising, supporting and coordinating others including volunteers.	Desirable	A/I
Experience of delivering training and ongoing development support.	Desirable	A/I
Experience of low level auditing and quality assurance.	Desirable	A/I

Education		
A nationally recognized qualification NVQ / VRQ Level 4 equivalent or above in a relevant subject.	Desirable	A

Skills		
Effective people and project coordination skills.	Essential	A/I
Ability to build rapport with external organisations, funders and partners in order to positively represent The Way Youth Zone and The Mentoring Programme.	Essential	A/I
Excellent communication, interpersonal and relationship building skills.	Essential	A/I
Excellent planning and organisational skills that enable young people and volunteers to achieve set outcomes.	Essential	A/I
Ability to hold supervision meetings with both children/young people and volunteers.	Essential	A/I
Ability to self-motivate and work to set deadlines and meet project targets.	Essential	A/I
Ability to work on own initiative and make decisions under pressure.	Essential	A/I
Ability to work within a multi-agency framework to promote best outcomes for children/young people.	Essential	A/I
Ability to prioritise conflicting demands and to manage multiple tasks.	Essential	A/I
Ability to complete reports in line with contract and Mentoring Lead requirements and to maintain up to date recording of information.	Essential	A/I
Ability to identify and challenge discrimination and discriminatory behaviour, taking appropriate action as necessary.	Essential	A/I
Ability to monitor and evaluate success and impact.	Essential	A/I

Excellent IT skills with the ability to use databases and all aspects of Microsoft Office/ Outlook.	Essential	A/I
Able to utilise IT to create, plan and share well presented resources for programme delivery, advertisement and training.	Desirable	A/I

Knowledge		
Knowledge of the benefits and importance of mentoring support.	Essential	A/I
Awareness of the barriers young people may face when building relationships and working towards achieving positive outcomes and breaking down those barriers.	Essential	A/I
Knowledge of barriers facing volunteers in a mentoring setting.	Essential	A/I
Knowledge of the local area and related external organisations.	Desirable	A/I
#Ability to hold confidential information and knowledge of information sharing protocols.	Essential	A/I
In depth knowledge and understanding of Child Protection and Safeguarding practice.	Essential	A/I
Ability to understand, follow and implement procedure.	Essential	A/I

Special Requirements		
None		

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