



Mentoring Coordinator Job Description

Job Title: Mentoring Coordinator

Reports to: Operations and Business Manager

Direct Reports: n/a

Hours: 21hrs (0.6FTE) Term Time Only. Flexible working is available with this role and hours could be worked over 3 to 5 days based on the applicant's preference. Regular school hours only (9-3) could be accommodated if needed. Occasional weekends and evenings required on a mutually agreed basis with TOIL.

Regular days to include Tuesday, with usual hours to take place between 9am-5pm, Monday-Friday.

Salary: £25,000 pro rata, plus statutory pension contributions.

Length of post: Permanent

Annual Leave; 30 days pro rata

Job summary

This is an exciting opportunity for an organised, creative, details focused individual to play their part in the wider mission of supporting girls locally by improving self esteem, building emotional resilience and strengthening mental wellbeing. This role oversees and coordinates the administrative side of the mentoring programme. They will work closely with our Directors and other staff to support our Projects Team. This role requires a focused, multi-tasker who excels in a busy environment, loves problem solving, has a 'can do' attitude, and a passion for good communications and administrative management. Working as part of a frontline, well respected charity that is motivated by the Christian faith, this post offers the right person the opportunity to develop and thrive in a rewarding job where they can use their skills and expertise to make a tangible difference in the lives of girls locally.

Key responsibilities and tasks:

To be responsible for liaising with schools and mentors to manage mentoring referrals and bookings.

To develop and maintain the mentoring dashboard.

To manage all mentoring administration including but not limited to; enquiries, bookings and scheduling and attendance.

To manage and maintain volunteer mentor records (to be done collaboratively with the Admin and Finance Officer), schedules and availability.

To oversee new referrals process including information follow up, liaising with parents/carers and professionals.

To create and update risk assessments for all mentoring referrals.

To oversee the commencement of new mentor matches.

To oversee the mentoring resources in conjunction with the admin and finance officer.

To manage the end of mentoring reports collated and distributed to schools/referers.

To supervise project volunteers (mentors and group assistants) including 6 weekly supervision meetings, managing safeguarding concerns and creating a mentor plan for new mentor matches.

To work closely with the Directors to recruit, train and develop mentors. To produce and arrange a yearly mentoring training programme.

To hold a small caseload of mentees using our reputable mentoring programme.

Working with the administrator to ensure invoices are raised and resources collated ahead of new mentoring relationships starting.

To work within the parameters of Flourish's Safeguarding Policy at all times.

To uphold high standards of confidentiality and data security.

To develop professionally and personally through the course of employment. Including to participate in personal training and development, including safeguarding, first aid and other job specific regular training.

To participate fully in the life of Flourish, reflecting the ethos of Flourish in day-to-day life. This includes:

- To participate in all required Flourish activities (e.g. Team meetings).
- To support other Flourish events in consultation with line manager (e.g. Fundraising events, church support services, exhibiting at conferences).
- To be sympathetic to Flourish's Christian ethos and whole-heartedly work within its organisational values and aims.
- To be a positive role model for young people in line with Flourish's Code of Conduct, and to conduct themselves in a reputable and appropriate manner at all times (in and outside of work).
- To take an active, personal approach to charitable income generation and recruiting financial support for Flourish. Post holders should be comfortable in promoting their work at Flourish to friends and family, and encourage any interested parties to financially support Flourish's work. This should not distract from the main delivery of work, but should complement work through an understanding of needs for income generation for additional delivery activities and core costs

To work flexibly and develop the role in line with the needs of our growing charity.

Person Specification

Knowledge and Experience

- Minimum 1 year of experience working in an administration or coordination role (or role with these as a significant element)
- Experience in project management
- Working as part of a team to achieve specific goals within given deadlines
- Experience planning and coordinating meetings and events including drafting agendas, note taking and follow up
- Supervising/managing volunteers
- Voluntary experience working with young people
- Compiling numerical and literary data into succinct and informative reports and reviews
- Knowledge and understanding of working with confidential data, and Privacy and Confidentiality

Skills and Abilities

- Excellent interpersonal skills
- Ability to manage and prioritise multiple tasks and complete them efficiently
- Produce work to a high standard with a high level of accuracy
- Ability to handle confidential information
- Use creative and innovative ideas to tackle challenges
- Excellent personal time and task management
- Ability to work on own initiative and without supervision
- Fully computer literate and comfortable with the main Microsoft Office tools, G-Suite and databases, internet and emails.

Qualities

- Organised with a good attention to detail
- Values integrity and transparency
- Passionate about the work of Flourish and young people's wellbeing
- Sympathetic to the aims and christian ethos of Flourish
- Trustworthy and reliable with confidential information
- Excellent problem solving and creating systems and solutions
- Disciplined at managing own time and workload
- Able to take direction from line management.
- Warm and friendly nature.