



An **OnSide** Youth Zone

JOB DESCRIPTION

Job Role: Mentoring and Volunteer Co-ordinator

Hours: full time (37.5 hours per week); flexibility is required including regular evening and occasional weekend working to coincide with Youth Zone sessions and events / training delivery

Salary: £26,000 FTE per annum / pro rota

Purpose of the role:

To maintain and further develop our outstanding mentoring programme which enables young people to flourish alongside their adult volunteer mentors, and to ensure volunteering is embedded within the culture of Carlisle Youth Zone so that truly meaningful and well supported volunteer opportunities contribute directly or indirectly to enriching the lives of young people.

Main Duties

Holding overall responsibility for our Mentoring Programme and Volunteer Strategy, the post holder will:

- Provide day-to-day support, training, supervision and guidance for our mentors and volunteers (including students) to enable them to fulfil their role confidently and within the required policies and procedures
- Oversee and manage the referral, assessment and matching processes for our Mentoring Programme, working closely with young people, parents / carers, mentors and partner organisations
- Develop, deliver and routinely review a recruitment and retention plan for mentors and volunteers, which ensures young people have the opportunity to benefit from a diverse range of trusted adults who bring a variety of skills, knowledge, experiences and expertise to CYZ, and volunteers know how their contribution is effecting real change for young people; individually and in our community
- Implement and oversee robust, compliant and accessible systems which support the effective delivery, monitoring and impact measurement of our Mentoring Programme and Volunteer Strategy
- Proactively identify and connect with a wider network of stakeholders and community partners that will enhance our Mentoring Programme and Volunteer Strategy

Key Responsibilities

Focus on young people

- Establish positive and trusting relationships with individual and small groups of children and young people with the purpose of hearing their wishes and feelings
- Understand and empathise with the needs of young people and work with them to set goals and identify actions which will support them achieve their potential
- Establish CYZ as an exceptional place to volunteer, so young people have the maximum opportunity to directly or indirectly benefit from adult volunteering time

- Proactively know the services CYZ and our partners provide, and be able to match them with the needs and interests of children and young people
- Actively listen to and promote the voice of children and young people to help improve and develop our work and contribute to wider community development
- Advocate and support participation in a range of activities, particularly by young people who may not previously have had opportunity to fully participate

Teamwork

- Establish positive working relationships with others
- Support, develop and nurture a 'One Team' ethos that includes the contribution of mentors, volunteers and students on placement
- Contribute to and shape team development and goal setting
- Establish positive working relationships with a range of relevant partner organisations and stakeholders

Planning and organising

- Proactively plan and lead the development of the Mentoring Programme and implementation of our Volunteer Strategy
- Ensures achievement of targets and work plans and monitor own performance accordingly
- Follow all policies and procedures as required by the organisation including Safeguarding
- Complete monitoring and evaluation information as required, including encouraging feedback from young people, mentors, volunteers and students on placement

Communication

- Communicates in an open, professional and positive manner both with team members and our wider network of supporters and partners
- Promote cultural cohesion and inclusion and proactively challenge any prejudice and discrimination
- Seek guidance and support when necessary and ask questions to clarify understanding
- Record information clearly in accordance with procedures and systems

Continuous Improvement

- Attend regular training and development sessions and events where required
- Maintain knowledge of relevant national and local programmes, initiatives, policies and practices relevant to our work
- Respond positively to change and embrace revised working methods and new learning
- Look for and suggests ways to improve current working practices, own and team performance

Person Specification

	Essential or Desirable
Knowledge and Experience	
Knowledge, understanding and empathy for the holistic needs of young people	Essential
Experience of motivating and managing a diverse mix of people in a complex environment	Essential
A commitment to and some understanding of youth work and the concept of mentoring	Essential
Experience of designing and delivering small training programmes	Essential
An understanding of why people volunteer and an ability to translate this in to meaningful volunteering opportunities with new and existing volunteers	Essential
Experience of supporting and working with young people aged 7 – 18yrs (up to 25yrs with additional needs)	Desirable
Skills and Abilities	
Excellent communication, relationship building and interpersonal skills (this cannot be overstated – the role is built on the ability to build relationships with young people and their adult supporters)	Essential
Good organisational skills with the ability to think strategically and flexibility to adapt to circumstances	Essential
Able to work as part of a team and with initiative, enthusiasm and self-motivation	Essential
Ability to coach, encourage, motivate and provide reliable support to mentors and volunteers	Essential
Ability to relate to people from a diverse range of backgrounds	Essential
Ability to identify and be sensitive to individual, family and community needs	Essential
IT skills and digital capabilities	Essential
Strong negotiation skills	Desirable
Other Requirements	
A commitment to a non-judgemental and inclusive approach	Essential
A willingness to work evening and weekend hours	Essential
The ability and willingness to travel to events in the region and beyond	Desirable

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable groups. This post requires us to complete an Enhanced DBS check with a Children's Barred List check.