

MENTORING SUPPORT OFFICER

Staffordshire NEETS

Job Pack

Sova is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment. Enhanced DBS checks will need to be completed and any individual banned from working with children/and or vulnerable adults should not apply.

When completing the application form please ensure that you provide evidence of all the criteria in the person specification.

Sova is a Disability Confident Employer and actively welcomes applications from disabled candidates. We operate a guaranteed interview scheme for all disabled applicants whom the shortlisting team determines meet the minimum criteria for the post (see essential criteria on the person specification). Please ensure that you highlight that you are disabled on the diversity form to ensure that you are automatically considered for a guaranteed interview, if you meet the minimum criteria.

Job Reference: MSO1193 (please ensure you quote this reference on your application form)

Job Title: Mentoring Support Officer

Base: Stafford/Staffordshire

Salary Range: £19,482 - £21,147

Starting Salary: £19,482

Hours: 35 Hours per week, Full-time

Project Funding end Date: March 2019

Please do not send CV's as they are not an acceptable alternative to any part of the application form and will not be considered or read. Completed application forms should be submitted in Word format only and should be returned electronically to: recruitmentmidlands@sova.org.uk

Closing date: Midday Friday 24 March 2017

Interview date: w/c 3 April 2017

Staffordshire NEETS - Mentoring Support Officer Job Description

ORGANISATIONAL BACKGROUND

Sova is a charity that works in the heart of communities in England and Wales helping thousands of people to steer clear of crime. When people find themselves in difficult situations, we make sure they have someone on their side to help them find the confidence to make choices to improve the quality of their lives. Whether it is about finding a job or finding friends, understanding how to manage money or discovering new prospects, we help people change their lives for the better.

Sova's vision is for a society where people have the stability and confidence to steer clear of crime and make better choices, building stability both at work and at home.

Sova works with a range of partners and receives funding from a number of sources to offer the personal support and practical advice that enables people to make better choices and improve the quality of their lives.

Sova is a wholly owned subsidiary of CGL, benefitting from being part of the wider CGL group and sharing its values and vision to enable those in need to help themselves to lead independent and crime free lives. For information about CGL and their work, please see their website www.cgl.org.uk.

CONTEXT

Staffordshire NEETs will be working under our Strengthening Communities Work stream and is required to run related services dealing with disadvantaged people across Staffordshire. These activities are supported via Sub contracting arrangements with two primes funded ultimately by The **Big Lottery** and the **Skills Funding Agency**. The project endeavours to enable its participants to realise their full potential and enter the labour market. Activity to be delivered to participants consists of case management and Employment, Training and Education support work (including job brokerage, interview skills, job search, information, advice and guidance).

Sova's Mentoring Support Officer role will:

- Work with young and/or adult clients who have been identified as vulnerable and in need of support in accessing employment and training. Applicants will be working with clients with multiple barriers, providing intensive 1-2-1 support or supporting them with community volunteers, delivering successful outcomes, meeting targets and supporting effective participation strategies
- Support the Volunteer Coordinator to recruit, train and support a pool of 40 volunteers across the region as well as holding a case load of clients themselves.

PRINCIPAL TASKS

1. Ensure administrative tasks, including data inputting and collation; maintaining records; gathering information; and general administration is completed correctly and in line with contractual deadlines and standards to create a reliable audit trail.
2. To provide practical assistance and support to people identified as most at risk of disengagement from Education, Training and Employment to further their abilities to enable them to engage more effectively and realise their potential.
3. To run support groups and specific training for people referred to the programme
4. To recruit, interview and train community volunteers and peer volunteers
5. Conduct one-to-one or group mentoring sessions to engage, motivate and support beneficiaries into Education, Training & Employment to assist people on a range of statutory orders to increase their skills and abilities.
6. To provide 'first line' information and advice.
7. To attend partner staff meetings and other meetings, where appropriate.
8. Work within a risk assessment and management framework.
9. To contribute to the promotion of the project and Sova.
10. To maintain productive relationships with partners including attending meetings, preparing reports etc.
11. To contribute to meeting project targets and objectives.
12. To take part in regular supervision with line manager and day to day supervision from partner managers.
13. To participate in the general development of Sova through meetings, training and attendance of other events.
14. To cover any appropriate aspect of other team members' roles in their absence.
15. To carry out any other duties within the scope of the post.

Core Competences

All Sova staff are required to demonstrate a number of core competences as shown below:

- Manage self
- Support and promote Sova policy
- Be self administrating
- Communicate effectively
- Use Microsoft Office programmes including Word and Excel to an appropriate standard

Attitudes and Behaviours

All Sova staff are required to act at all times in accordance with Sova expectations of attitudes and behaviours. These attitudes and behaviours include, but are not limited to:

- Representing Sova in a professional manner on all occasions.
- Striving to improve and share good practice, and work towards continuous improvement
- Maintaining and promoting effective communication and shared good practice across the organisation as a whole and externally.
- Promoting mutual trust and respect as a guiding principle for all working relationships both internal and external
- Adopting a co-operative approach to service delivery which draws on the strength, knowledge and expertise of all individuals including service users, staff and volunteers
- To be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.

Role Profile –Mentoring Support Officer -- Key Competences

Listed below are the key competences, the qualifications, the knowledge and/or experience required for this post. Evidence of meeting the criteria in this person specification must be shown when completing the application form for the post and will be further tested at interview through questioning and testing.

The post holder will be able to:

Competences	E/D	Assessment criteria
	Essential Desirable	A – App Form I – Interview T – Test D - Documents
Administration		
Data inputting and collation, maintaining records, drafting letters, information gathering, carrying out general office duties	E	A,I
Servicing Meetings	D	A,I
Communication		
Preparing reports, liaising with partners and funders, relating to colleagues, volunteers and beneficiaries, demonstrating competence in Microsoft Office	E	A,I
Management of time and workload		
Planning work; meeting deadlines	E	A,I
Support & supervision		
Supporting people Ability to work unsupervised	E	A,I
Liaison with partners		
Communication skills, preparation of reports	D	A,I
Work within organisational policies		
Implementing organisational policies e.g. Confidentiality, Equal Opportunities/Diversity, Health & Safety, Child protection	E	A,I
Information Technology Awareness		
Microsoft Office experience, and aware and comfortable with Email, Facebook, MySpace, and E-social networking	E	A,I
Working with vulnerable people		
Working effectively with disengaged and challenging people	E	A,I
Working with Volunteers		
Recruiting, interviewing, training, matching, supervising volunteers	D	A, I
Monitoring processes		
Understanding of the purpose of monitoring and of monitoring systems	E	A,I
Safeguarding		
Knowledge of current thinking and policy developments in this area	E	A
Experience of working with clients with Multiple barriers		
Accepting referrals, interviewing service users, preparing service user action plans, providing advice and guidance	E	A,I

Working in the Criminal Justice System	E	A,I
Understanding of the circumstances and barriers existing for offenders and ex-offender and those with multiple barriers.	E	A,I
Experience of teamwork in a pressured situation		
Working with others to effectively carry out all necessary duties in the timescales required.	E	I
SPECIAL CONDITIONS RELATING TO THIS POST		
Ability to travel as required, including where public transport is not available - Please indicate on application form	E	A
Enhanced DBS check required	E	A
Ability to be granted access to partner agency information	E	D,A

Summary of conditions

JOB TITLE:	Staffordshire NEETS - Mentoring Support Officer
BASE:	Stafford/Staffordshire
STARTING SALARY:	£19,482
SALARY TOP of BAND:	£21,147
WORKING WEEK:	Full time = 35 Hours
HOURS OF WORK:	Normal working hours are Monday – Friday, between 9am and 5pm; however the post holder may be required to work outside of the normal hours (evening and weekends). Overtime is not payable as Sova operates a time off in lieu system for any hours worked in addition to those stated. This post is subject to a 6-month probationary period.
PROBATIONARY PERIOD:	1 weeks' notice is required on either side from the date of appointment, once confirmed in post notice will be 4 weeks either side.
CONTRACT:	These posts are dependent on current funding to March 2019. Whilst all efforts will be made to secure continuing funding Sova can only guarantee the post until the set date.
HOLIDAY ENTITLEMENT:	26 days, plus all Public Holidays.
LEAVE YEAR:	April - March
PENSION:	Those meeting eligibility criteria will be auto enrolled with Standard Life
TRAVEL AND SUBSISTENCE:	All costs other than home to office are reimbursed according to regulations and within budget
CRIMINAL RECORD CHECK:	Yes
ACCESS:	Sova's policy is to facilitate access for people with disabilities
SMOKING:	Smoking is not permitted in Sova buildings
ANY OTHER INFORMATION	Parking facilities vary according to location