

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Mentoring Coordinator</b>
<b>Reporting to:</b>	Operations Manager
<b>Location:</b>	Mahdlo, Sir Norman Stoller Way, Oldham, OL1 3SE
<b>Hours:</b>	Part time, 30 hours per week, 18 month fixed term contract
<b>Salary:</b>	£25,500 – £29,000 per annum pro rata (dependent on experience)

### **Our Vision**

To empower Oldham's young people to thrive through excellent youth work

### **Our Mission**

To provide opportunities to raise aspirations and support young people to reach their full potential through the delivery of high-quality experiences, ensuring youth voice is a golden thread in shaping everything we do

### **Our Values – The Way We Work**

Passion

Respect

Inclusion

Dependability

Excellence

### **Job Purpose:**

To plan and deliver a structured mentoring programme for children and young people aged 8–19 (up to 25 with a disability) across Oldham. The role includes setting up the programme, managing a cohort of up to 20 young people and their volunteer mentors, and supporting effective mentoring relationships.

To recruit, train, and guide volunteer mentors, providing advice to help them maximise their impact. Strong communication and interpersonal skills are essential to work with young people, families, and professionals from a wide range of backgrounds.

Referrals will come from external agencies, so the role requires regular multi-agency communication to meet needs and improve outcomes. Accurate and timely reporting is also a key responsibility. Flexibility is essential, with some evening and weekend work required.

### **Main duties and responsibilities:**

- Design and develop a mentoring programme for Mahdlo, drawing on local and national best practice.
- Match young people with suitable mentors and manage up to 25 mentoring relationships at any one time.
- Maintain regular contact with both mentor and mentee, monitoring progress and addressing issues as they arise and celebrating successes.
- Ensure all relationships are appropriate, professional, and boundaried.

- Engage and build positive relationships with young people from diverse backgrounds, including Looked After Children, Young Carers, those who are NEET, and those with complex needs.
- Provide support around a range of issues, including education, employment, training, mental health, behaviour, exploitation, bullying, and self-development.
- Develop young person-led action plans that are solution-focused, reviewed regularly, and evaluated for impact.
- Encourage and enable young people to access the full range of opportunities within Mahdlo.
- Recruit, train, and provide intensive support to volunteer mentors.
- Process volunteer mentor expenses in line with Mahdlo's financial regulations.
- Process volunteer mentor's DBS documents in line with Mahdlo's safer recruitment practices.
- Offer one-to-one guidance and supervision, and group supervision to mentors, helping them develop skills and confidence.
- Ensure mentors understand and follow safeguarding policies, professional boundaries, and Mahdlo values.
- Complete and maintain accurate records, databases, and assessments to track progress and outcomes.
- Manage key processes such as enrolment, assessments, reviews, and evaluations.
- Provide reports and updates as required, including contributions to case conferences, planning and review meetings.
- Build and maintain strong relationships with families, schools, social care, health services, and other external agencies.
- Attend and contribute to multi-agency meetings, panels, and planning sessions.
- Signpost and refer young people to additional services when appropriate.
- Adhere to Mahdlo policies and procedures at all times, with a particular focus on safeguarding, equality, health and safety, and challenging discrimination.
- Promote and safeguard the welfare of children and young people at all times.
- Contribute positively to Mahdlo's values, principles, and reputation in Oldham.
- Work flexibly, including evenings, weekends, and travel to other venues as required.
- Participate in team meetings, supervision, and training.
- Undertake any other duties relevant to the role as requested by your line manager.

## General Requirements

- Work diligently to meet the requirements of this job description
- Always seek to continuously improve so that the highest quality standards are achieved
- Participate positively in internal/external meetings and training as required
- Positively participate in one to ones and appraisals
- Act as a positive ambassador for Mahdlo at all times
- Positively contribute to Mahdlo's team working environment, taking ownership of issues and supporting colleagues where appropriate
- Be flexible and willing to undertake any other duties that may be reasonably be required
- The hours of work are 30 hours per week and will be worked flexibly in line with the needs of Mahdlo and its key activities. This will involve working during the day, and regularly in the evenings and at weekends.
- In accordance with our Child Protection and Safeguarding procedures, this position requires an enhanced DBS check.
- Mahdlo is an equal opportunities employer and welcomes applications from all sections of the community.

# PERSON SPECIFICATION

		Essential	Desirable
<b>Qualifications</b>			
	A nationally recognised qualification NVQ / VRQ Level 3 equivalent or above in a relevant subject.	✓	
<b>Experience</b>			
	Experience of working in a mentoring setting with children and young people	✓	
	Experience of designing, developing and delivering support programmes for children and young people	✓	
	Experience of making assessments on the individual needs of young people and developing appropriate support packages.	✓	
	Experience in leading activities with diverse groups of young people.		✓
	Experience of engaging difficult and hard to reach young people.	✓	
	Experience of working towards and achieving outcomes with young people.	✓	
	Experience of supervising and managing others including volunteers	✓	
	Experience of delivering training and ongoing development support	✓	
<b>Knowledge and Skills</b>			
	Effective people management skills.	✓	
	Awareness of the barriers young people may face when building relationships and working towards achieving positive outcomes and breaking down those barriers.	✓	
	Excellent communication, interpersonal and relationship building skills.	✓	
	Excellent planning and organisational skills that enable young people to achieve set outcomes.	✓	
	Ability to hold supervision meetings with both children/young people and volunteers	✓	
	Ability to self-motivate and work to set deadlines and meet project targets.	✓	
	Ability to work on own initiative and make decisions under pressure.	✓	
	Ability to work within a multi-agency framework to promote best outcomes for children/young people.	✓	
	Ability to hold confidential information and knowledge of information sharing protocols	✓	
	Ability to prioritise conflicting demands and to manage multiple tasks.	✓	
	Ability to complete reports in line with funding, contract and manager requirements and to maintain up to date recording of information.	✓	
	Ability to identify and challenge discrimination and discriminatory behavior, taking appropriate action as necessary	✓	
	In depth knowledge and understanding of Child Protection and Safeguarding practice	✓	
	Ability to monitor and evaluate success and impact	✓	
	IT literate	✓	
	Ability to understand, follow and implement procedure	✓	
	Ability to delivery of work with young people within an equal opportunities framework	✓	
<b>Personal Attributes</b>			
	Self motivated, able to use own initiative, confident and persistent	✓	
	Positive and enthusiastic	✓	
	Punctual and reliable	✓	
	Commitment to personal and professional development.	✓	
	Commitment to involving young people in decision making.	✓	
	High aspirations and highest possible standards for young people.	✓	
	Full commitment to inclusion and belief that young people of all backgrounds can achieve.	✓	
	Able to work flexibly including during the evenings and at weekends	✓	
	Current driving license		✓