

MAHDLO

An **OnSide** Youth Zone



ROLE PROFILE

Mentoring Coordinator

ABOUT MAHDLO

Mahdlo Youth Zone is a state-of-the-art multi-million pound location providing young people aged 8 to 19, and up to 25 for those with additional needs, engaging and exciting opportunities to try something new, seven days a week.

Our mission is 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.

At our centre in Oldham we've got incredible facilities including a 3G Multi Use Games Area (MUGA) pitch climbing wall, boxing gym, three court sports hall, sensory room, fully equipped gym including weightlifting equipment, recreation area and dance, arts, music and media suites and much more.

Out across the borough we're working from community centres to bring our special brand of youth work to young people in the community.

**OUR VALUES
THE WAY WE WORK**

PASSION
RESPECT
INCLUSION
DEPENDABILITY
EXCELLENCE

THE ROLE

Mentoring Coordinator

You will plan and deliver a structured mentoring programme for children and young people aged 8–19 (up to 25 for those with disabilities) across Oldham.

You will oversee all aspects of programme delivery, from initial setup to the ongoing management of a caseload of up to 20 young people and their volunteer mentors, ensuring mentoring relationships are safe, supportive, and effective.

You will provide strong leadership to volunteers by recruiting, training, and guiding mentors, using coaching and reflective practice to help them develop confidence and maximise their impact. Your excellent communication and interpersonal skills will enable you to build positive relationships with young people, families, and professionals from a diverse range of backgrounds.

Working closely with external agencies, you will manage referrals and maintain regular multi-agency communication to ensure needs are met and outcomes are improved. You will also be responsible for accurate, timely reporting to support programme quality and accountability.

Flexibility is essential, as some evening and weekend delivery will be required to meet the needs of young people and the programme.

WHAT YOU'LL BE DOING

Key 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.
- 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.
- Ensure that all relevant policies, procedures and working practices are adhered to at all times.
- Work in accordance with Mahdlo's culture, values, aims and objectives.
- 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.

In accordance with Mahdlo's Child Protection and Safeguarding procedures, this position requires an enhanced DBS check and will require you to complete Safeguarding training within six months of appointment and refresher training thereafter.

Mahdlo is an equal opportunities employer and welcomes applications from all sections of the community.

PERSON SPECIFICATION

Qualifications

	Essential	Desirable
A nationally recognised qualification NVQ / VRQ Level 3 equivalent or above in a relevant subject.	✓	

Experience

	Essential	Desirable
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	✓	

Knowledge and Skills

	Essential	Desirable
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.	✓	
Ability to hold supervision meetings with both children/young people and volunteers	✓	

	Essential	Desirable
Excellent planning and organisational skills that enable young people to achieve set outcomes.	✓	
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	✓	
Ability to understand, follow and implement procedure	✓	
Ability to delivery of work with young people within an equal opportunities framework	✓	

Personal attributes

	Essential	Desirable
Self motivated, able to use own initiative, confident and persistent	✓	
Positive, 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		✓

MAHDLO BENEFITS



ONSITE GYM

For all of the fitness fanatics or if you just want to maintain a healthy lifestyle.



BIRTHDAY GIFT

£50 Birthday Gift to boost your Health and Wellbeing.



MEDICASH HEALTH CARE

On successful completion of your probationary period you will be enrolled onto Medicash - an award winning Health Care scheme.



HOLIDAY ALLOWANCE

33 days annual leave (including bank/public holidays) per annum pro rata.



LIFE INSURANCE

We understand that losing a family member can be devastating for a family and their finances and that's why we provide life insurance from Canada Life to all of our staff members.

