

KINGSTON CARERS' NETWORK

Registered Charity No: 1151456

JOB DESCRIPTION

Job Title:	Mentoring Coordinator (Maternity Cover to May 2019)
Salary:	£10,810 for 14 hours per week
Hours of Work:	14 hours per week (will involve some evening/weekend duties)
Holiday Entitlement:	25 days per annum plus statutory holidays (pro-rata)

RELATIONSHIPS

Reporting to:	Young Carers Manager
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Important Internal Relationships:

Young Carers Team
Office Manager
Volunteer Coordinator
Chief Executive

Main Purpose of the Job

- To be responsible for mentor recruitment, training and ongoing support
 - Managing mentor/mentee relationships
 - Monitoring and reporting of outcomes
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DUTIES:

- Organising volunteer mentor recruitment events
- Creating and distributing publicity material for the project
- Managing mentor recruitment/screening process including interviews, references, DBS checks, training and induction
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- Dealing with enquiries from carers, professionals and the public as a member of KCN
- Production and distribution of regular newsletters / mail-shots
- Managing database of volunteers
- Delivering effective support and supervision to mentors
- Developing contact / follow-up system to monitor matches

- Organising quarterly, one-to-one supervision for mentors
- Organising volunteer meetings/socials
- Conducting exit interviews / questionnaires for volunteers leaving the project
- Evaluate volunteer feedback and adapting policies/procedures accordingly
- Creating reports as requested by funders / management
- Monitor and evaluate policies and procedures in line with organisational requirements and volunteering best practice and quality standards (including Approved Provider Standard).
- Coordinate the recruitment, induction and training of volunteer mentors
- To work in partnership with the Young Carers team and the Volunteer Coordinator to deliver the Mentoring training programme
- Deliver initial training and on-going training to small groups of mentors
- To work with colleagues to ensure the seamless matching up of mentors with young carers referred to the project
- Provide regular support to mentors to ensure that mentoring relationships are beneficial and supportive for the young carers
- Work with colleagues to implement project plan, review and evaluate the service
- Report progress to Chief Executive and Young Carers Manager on a regular basis
- Attend regular supervision with Manager
- To promote and work within clear Children's safeguarding procedures
- To establish and maintain effective working relationships with statutory and voluntary agencies to ensure a high standard of service and support to families.
- Undertake administrative tasks as agreed including IT data recording
- To ensure that monitoring and statistical information regarding the project is kept up to date
- To work with established procedures for monitoring information, assessment, information sharing, confidentiality, safeguarding and health and safety,
- To participate in team meetings, supervision, appraisal and training.
- To work outside traditional office hours as necessary, with regular evening or weekend work.
- To carry out any other duties appropriate to the role.

The duties of this post may change and develop over time. The post holder will be expected to monitor such developments and propose appropriate changes in the job description to their line manager.

Mentoring Coordinator Person Specification

Essential

- An understanding of the role of young carers and the issues that may affect them.
- An understanding of the additional issues for young carers from minority communities.
- Ability to communicate effectively both orally and in writing.
- Proficient reporting skills.
- Ability to monitor outcomes and prepare project reports
- Excellent time management skills and an ability to prioritise workload.
- Understanding of issues of confidentiality.
- Commitment to equal opportunities.
- An ability to work as part of a team.
- Computer literate (particularly use of Microsoft Word, Excel, PowerPoint, Outlook, Publisher and databases) – this is a self-servicing post.

Desirable

- Experience of using social media for professional purposes
- Experience of delivering group training
- Experience of managing/ working with volunteers
- Clean driving licence

General

Confidentiality

Employees are bound by the KCN Confidentiality Policy and Child Protection Policy, and are required to observe all the relevant provisions regarding the recording and/or disclosure of information on anyone they may be supporting.

Data Protection

Employees are required to comply with the provisions of the General Data Protection Regulations.

Equal Opportunities

Kingston Carers' Network is committed to providing its services without discrimination to those who are entitled to them, regardless of race, colour, gender, sexual orientation, age or religion, and its workers are expected to strive to conform to this goal.

Health and Safety

Employees are expected to contribute to Health and Safety in the workplace by taking all requisite actions to minimise risks.
