



YOUTH MENTORING COORDINATOR

Job Title	YOUTH MENTORING COORDINATOR
Hours of Work	35 HOURS MONDAY TO FRIDAYS 10:30AM TO 6:30PM
Responsible for	MANAGING DATA, ADMINISTRATION AND SUPPORT WITH PROGRAMME DELIVERY.
Reports to:	MENTOR & PARENT LIAISON MANAGER
Salary band:	£22,000- £26,000
Apply by emailing the completed application form to recruitment@baytreecentre.org.uk CLOSING DAY 31ST MAY 2023	

- **ENVIRONMENT**

The Baytree Centre (registered charity no 1175145) is a women and girls social inclusion project based in the heart of Brixton, working to support local women and girls from some of the most deprived wards in Lambeth.

Inspired by Catholic Social Teaching and in response to local needs we offer programmes that include skills development (employability, language); 1-to-1 coaching & mentoring; welfare support; creative & academic activities and that build confidence and self-esteem, promote aspirations, broaden horizons and opportunities that help to improve life chances for themselves, their families, and their communities.

Our Services are currently delivered by our Youth Service, Women Service and Volunteer Service. We have a staff body of 26 and pivotal to the success and delivery of the Centre's programmes is the strong and consistent contribution from our committed and active volunteers.



We are looking for a motivated and efficient person with willingness to develop her skills to join our Youth Service team to help grow the Youth Mentoring programme. The post holder will provide key monitoring and administrative duties, provide 1-to-1 support to mentors, and help with the overall running of the programme as stated by the Mentor & Parent Liaison Manager. The Youth Mentoring programme includes up to 120 mentoring relationships annually.

Critical to their success will be their genuine empathy and commitment to Baytree's core principles. While our clients' needs are central to what goes on at the Centre, we also believe in inspirational staff. What we do, how we behave, what we deliver and how to deliver are all fundamental to ensuring that our client's best interests are served.

We recognise the positive value of diversity, promote equality and challenge discrimination. We welcome and encourage job applications from underrepresented groups.

- **OVERALL PURPOSE OF ROLE**
- To support the growth and development of the Youth Mentoring programme by:
 - Supporting Mentors
 - Performing administrative duties
 - Organising group sessions for parents and mentors
 - Providing Administrative support to Volunteer Manager
 - Data management
- **KEY DUTIES & RESPONSIBILITIES**

Programme Delivery:

- Send daily reminders to Youth Mentors and Mentees/Parents via WhatsApp groups.
- Make sure Mentors have the resources for their sessions.
- Welcome the Mentors, Mentees and Parents to the centre and provide support whenever required (from 4pm onwards).
- Provide support to online mentoring pairs whenever needed.
- Keep track of the communication exchange through the WhatsApp groups.

Mentors' Support:

- Schedule 1-to-1s with Mentors.
- Review cases with the Mentor & Parent Liaison Manager.
- Organise termly Discussion Forum sessions and Sharing Sessions.



Data Management

- Keep attendance registers up to date.
- Upload session attendance and session notes on Views (data management system).
- Call parents/mentees to check online sessions have taken place.
- Keep track of the programme's M&E completions (CEM assessments, Initial Youth Questionnaires, Youth Observation Tool, Mentee Youth Questionnaire).
- Keep track of mandatory training on the iHASCO accounts – send reminders and make sure certificates are up to date.

Parent Engagement

- Help with the preparation of the yearly reports for parents (using CEM, Mentor's Observation and staff's observations).
- Help organise Parent's Evening sessions (e.g., create flyers, send invites, welcome parents)
- Provide support during Parent's Teatime sessions.
- Gather parents' and mentees' feedback.

Cross Service

- Support the Volunteer Manager with data entry and other administrative tasks.

- **STANDARDS AND QUALITY**

The jobholder will be expected to:

- Encourage best practice and support of procedures to protect & safeguard children, young people & vulnerable adults.
- Carry out duties and responsibilities according to Baytree's equality, diversity & inclusion commitment.
- Carry out duties and responsibilities according to Baytree's Health & Safety Policy.
- Adhere to all Baytree Policies, working practices & procedures.
- Ensure all delivery meets the matrix and Investing in Volunteers quality standards and Mentoring Quality Framework.
- Undertake professional duties that may be reasonably assigned by your Line Manager.
- Set a good example in terms of dress, punctuality, manner, and attendance.
- Willingness to submit application for enhanced DBS check.
- Positively participate in staff development and information days.



- Committed to support and demonstrate the cultures & values of the Baytree Centre.

- PERSON SPECIFICATION

KNOWLEDGE & EXPERIENCE	ESSENTIAL/ DESIRABLE
<p>QUALIFICATIONS</p> <ul style="list-style-type: none"> • Educated to degree level – ideally Social Sciences; Education/ Teaching or related field 	Desirable
<p>KNOWLEDGE & SKILLS</p> <ul style="list-style-type: none"> • Excellent written & verbal communication skills. • Excellent organisation and time management skills • Strong interpersonal skills and the ability to deal with a diverse range of people. • Excellent attention to detail. • Ability to listen to, understand and follow instructions. • Solid administrative skills. • Computer literate. <p>EXPERIENCE</p> <ul style="list-style-type: none"> • Proven track record of developing and maintaining positive, responsive and collaborative relationships (ideally with volunteers, parents and young people) • The ability to deal with information in a confidential manner and respond with sensitivity. • Ability to work as a member of the team but also use own initiative. <p>AWARENESS</p> <ul style="list-style-type: none"> • Understanding and experience in safeguarding and health and safety procedures and regulatory frameworks relevant to the delivery of youth services. • Awareness and understanding of the realities and challenges of providing services to young people and families in a community context. 	Essential



<p>EXPERIENCE</p> <ul style="list-style-type: none">• Work experience in an administrative and customer facing role. <p>KNOWLEDGE & SKILLS</p> <ul style="list-style-type: none">• Good communication skills in Spanish, Portuguese or another language widely spoken in Lambeth.	<p>Desirable</p>
---	------------------

KEY COMPETENCIES/BEHAVIOURS

- **SEEING THE BIG PICTURE**

Understand how your work and the work of your team supports wider Baytree objectives and meets the needs of stakeholders. Keep up to date with the issues that affect your work area. Take a keen interest in expanding knowledge in areas related to your work. Focus on overall goals and not just specific tasks to meet priorities.

- **MAKING EFFECTIVE DECISIONS**

Take responsibility for making effective and fair decisions, in a timely manner. Analyse and research further information to support decisions. Talk to relevant people to get advice and information when unsure how to proceed. Explain how decisions have been reached in a clear and concise way. Demonstrate the consideration of all options, costs, risks and wider implications, including the diverse needs of end users.

- **LEADERSHIP**

Show pride and passion for your work and positive and inclusive engagement with your team. Understand your areas of responsibility and display awareness of the wider impact of your actions. Proactively role model and promote an inclusive workplace, promptly dealing with any inappropriate language and behaviours, including discrimination or misconduct. Give appropriate praise and credit to colleagues and stakeholders.

- **COMMUNICATING & INFLUENCING**

Communicate clearly and concisely both orally and in writing. Take time to consider the best communication channel to use for the audience, including making the best of digital resources and considering value for money. Interact with others in an enthusiastic way. Express ideas clearly and with respect for others. Listen to and value different ideas, views and ways of working. Respond constructively and objectively to comments and questions. Handle challenging conversations with confidence and sensitivity.

- **WORKING TOGETHER**

Be a collaborative, team player. Work together with and support peers in the Youth team, Women's Services team and the broader Baytree organization. Develop a range of contacts outside own team and identify opportunities to share knowledge, information and learning. Show genuine interest when listening to others. Follow up on their expressed needs. Be kind, polite and smile. Ensure it is clear that bullying, harassment and discrimination are unacceptable. Offer support and help to colleagues when in need, including consideration of your own and their wellbeing. Change ways of working to aid cooperation within and between teams to achieve results.

- **DELIVERING A QUALITY SERVICE**

Create clear plans and set priorities which meet the needs of both the users and Baytree. Clearly explain to users what can be done and what cannot. Keep colleagues and stakeholders fully informed of plans and progress. Identify common problems that affect service, report them and find possible

