



## **JOB DESCRIPTION**

**Job title:** Peer Mentoring Coordinator

**Service:** Project Indigo, Off Centre

**Salary:** Grade 3, point 20-23

**Hours:** 18.5 hours

**Location:** Hackney

**Responsible to:** Project Indigo Lead

Service Introduction:

Project Indigo is the LGBTQIA+ youth service based at Off Centre at Family Action. It is open to anyone aged 16-25 who identifies as LGBTQIA+ or is exploring their sexuality or gender identity. Our weekly youth group is a safe, supportive space for LGBTQIA+ young people to meet each other and participate in workshops and activities. In addition to the youth group, Project Indigo offers 1-to-1 support and advice sessions with the Project Lead. The group aims to support young people to build links with the local LGBTQIA+ community, build meaningful relationships and get support around issues that are impacting them. Project Indigo maintains a youth-led and person-centred approach, with this role being developed in consultation with our members to support them in accessing training and support to do community-focused work. The Peer Mentoring Coordinator's role will be to develop a new Peer Mentoring Programme, supporting older Project Indigo members to train as mentors and deliver mentoring sessions with younger LGBTQIA+ people in the local community.

Project Indigo sits within Off Centre, a service that provides a range of targeted mental health focused support services to young people aged 16 to 25 who reside/are registered with a City and Hackney GP. Aside from Project Indigo, Off Centre's offer includes: individual, counselling and psychotherapy, individual and group art psychotherapy, key-work support, out of hours drop-in service on Thursday evenings; targeted provision for children and young people of African, Caribbean and mixed heritage (ACH) and an Information and Advice provision.

### **Key tasks and responsibilities:**

1. Developing framework and structure for a sustainable Peer Mentoring Programme with support from the Project Indigo Lead, identifying values, relevant partners, criteria for mentors and mentees, timeframe and frequency for mentoring, etc.
2. Conducting outreach work to find relevant local partners for mentoring programme, such as local schools, statutory agencies, third sector organisations, and accredited training providers.
3. Recruiting mentors from Project Indigo, assessing their interest, capacity, relevant experience, and carrying out DBS and reference checks in accordance with Family Action's Volunteer Recruitment Policy.
4. Supporting mentors to access mentoring training and offering regular supervisory support to mentors. Understanding mentors' goals and support needs, signposting them to further training and support services if necessary.



5. Working with mentors to co-develop and co-deliver outreach workshops in the community, developing young people's confidence, communication, and presentation skills
6. Making and supporting new 'matches':
  - To make appropriate matches between LGBTQIA+ and questioning young people and mentors based on your assessment of young people and mentors
  - To hold regular supervisions for mentors throughout the mentoring process, supporting the young person and understanding their needs and safety
  - To hold review meetings with young people and volunteers in order to evaluate the outcomes of the mentoring
7. Other tasks and responsibilities:
  - To actively promote a youth-led approach within all aspects of service delivery
  - To attend regular supervision meetings with the Project Indigo Lead
  - To actively participate in a range of activities designed to gather evidence of the impact and outcomes for young people of having a mentor
  - To keep clear and accurate case notes and other records and to provide reports and monitoring information as required.
  - To participate fully as a team member and to build good working relationships with colleagues.
8. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - a) Being people focused
  - b) Reflecting a 'can do' approach
  - c) Striving for excellence in everything we do
  - d) Having mutual respect for everyone we work with, work for and support through our services
9. To ensure you have an understanding (appropriate to your role) of, and comply with, Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
10. To ensure the implementation of Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
11. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
12. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

## PERSON SPECIFICATION

Requirements		Essential	Desirable
<b>Education, Qualifications &amp; Background</b>			
1.	Relevant educational qualification (e.g. BA or diploma in counselling/psychotherapy, Level 6 or above qualification in youth work), or extensive recent experience of working with children and young people.	✓	
2.	Certificate and/or training in trans awareness		✓
3.	Certificate and/or training in Autism and/or neurodivergence awareness		✓
<b>Experience</b>			
4.	Experience of project management with multiple stakeholders	✓	
5.	Experience of volunteer recruitment and management		✓
<b>Knowledge &amp; Skills</b>			
7.	Proven experience of working with LGBTQIA+ young people or evidence of acquiring relevant skills for working with LGBTQIA+ young people.	✓	
8.	Ability to articulate empathy with needs of young people from a range of communities and backgrounds. Working knowledge of the intersectional social issues that affect young LGBTQIA+ people and impact upon their mental health and wellbeing.	✓	
9.	Strong interpersonal, communication and presentations skills, with the ability to confidently communicate with a wide range of stakeholders. Ability to build and maintain relationships with local statutory services, community organisations and voluntary sector organisations	✓	
10.	Ability to provide effective supervision	✓	
11.	Excellent knowledge and understanding of risk management, health and safety issues and pan-London Child Protection procedures and Working Together to Safeguard Children, as well as ability to work in accordance with local and organisational Child Protection and Safeguarding policies and procedures (for both children and adults)	✓	
12.	Experience of inputting and maintaining up-to-date client records and case notes, in accordance with organisational policies, privacy policies and GDPR requirements		✓
13.	Proficient in Microsoft Office with strong IT and administration skills.		✓
<b>Values</b>			
14.	Commitment to supporting and improving the wellbeing of LGBTQIA+ young people, maintaining a youth-led approach	✓	
15.	Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by: <ul style="list-style-type: none"> <li>• Being <b>people</b> focused</li> <li>• Reflecting a '<b>can do</b>' approach</li> <li>• Striving for <b>excellence</b> in everything we do</li> <li>• Having <b>mutual respect</b> for everyone we work with, work for and support through our services</li> </ul>	✓	



16.	Be committed to equal opportunities and uphold and comply with Family Action's Equality, Diversity & Inclusion policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community.	✓	
<b>In addition</b>			
17.	Willing to work hours in a flexible way, including evenings and weekends as required to meet the needs of the service.	✓	

If your application is successful, Family Action's Safer Recruitment Policy requires the following pre-employment checks before starting the role:

- References covering the last 36 months and all employment within that time with a minimum of 2 references including the current or most recent employer, plus references to cover any employment gaps.
- A Basic DBS check.
- A health check by an independent occupational health provider to ensure any reasonable adjustments are put into place to support a new starter with disabilities, or physical or mental health conditions and ensure they are not substantially disadvantaged at work.
- Evidence of right to work in the UK.
- Evidence of required qualifications and professional body registration.

Please note: the above requirements are applicable to all new starters at Family Action.

There are sensitive pathways for providing this information, including the DBS sensitive applications route and if you have any difficulty providing any documentation, we will endeavour to support you as best as we can to take up the role – we will offer a confidential call before starting the pre-employment checks, and during the checks, you will be supported by a dedicated Recruitment Administrator.

If you have any questions about the recruitment process or the pre-employment checks, please email in confidence to Angie, Recruitment Team Lead – [angie.eaves@family-action.org.uk](mailto:angie.eaves@family-action.org.uk)