



Job Title: Peer Mentor Coordinator  
Service/Division: Services (Young Women & Girls)  
Reporting to: Service Manager  
Direct reports: Up to 10 peer mentor volunteers

*This post is open to **female applicants only** as this is deemed a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.*

*Advance is committed to equality and diversity and strongly encourages applications from women with diverse backgrounds, including those with disabilities, BAME and LBT communities.*

### **Job Summary**

In recognition of the distinct challenges facing young women and girls (YWG), Advance has developed and delivered specialist provision for YWG and has recently been awarded funding to develop the Maia & LIFT programme in partnership with three other specialist organisations – Chance UK, Working Chance and Woman’s Trust. Advance will deliver the Maia Service – a dedicated service for young women and girls (aged 13 to 25) at risk of domestic abuse, exploitation and contact with the criminal justice system. This is an exciting time to join Advance as we embark on our journey to reach even more young women and girls in need of support using best practice youth, gender-, trauma-informed and holistic approaches.

The Maia Service will provide support to YWG in the London boroughs of Newham, Tower Hamlets, Hackney, Camden, Islington and Westminster in our safe, YWG-only spaces. The Maia Service is designed to enable YWG to escape harm and to thrive in their lives and aspirations. The Maia service achieves this by supporting YWG to build confidence, self-esteem and resilience, manage their health and wellbeing and access and engage with other support services. In addition to dedicated advocacy support, YWG will also be able to access mentoring delivered by Volunteer Mentors with lived experience. The Young Women & Girls Mentor Coordinator will project manage the mentoring service and recruit, support and develop Volunteer Mentors in their roles. Working as part of an innovative and newly-funded service, the postholder will also work closely with the Maia Service Manager to capture and share feedback and learning from the project, using this to inform the ongoing development of Advance’s ways of working with YWG and disseminating findings widely across key partners and networks.

### **Key Responsibilities and Duties**

The Young Women & Girls (YWG) Mentor Coordinator will support the mobilisation, development and delivery of the Maia service. They will:

Project manage the Maia’s service’s peer mentoring programme, liaising with keyworkers and partner agencies to successfully establish and run a peer mentoring programme across six boroughs.

Engage and recruit ten women with lived experience to act as Volunteer Mentors for the YWG engaging with the Maia service.

Develop resources and deliver a training package to Volunteer Mentors, including sessions on key topics such as safeguarding, data protection and confidentiality, building relationships and maintaining boundaries, active listening and risk and crisis management, as well as specialist workshops focused on the

challenges facing YWG, including violence, abuse and exploitation and contact with the criminal justice system.

Hold a caseload of Volunteer Mentors, adopting a trauma-informed approach to deliver a range of support, supervision, case management and mentoring opportunities to enable them to grow and develop in their roles and empower them to move forward with their lives, including through gaining access to employment and education

Develop and maintain relationships with NVCO, Working Chance and other relevant voluntary agencies to ensure recruitment and accreditation opportunities for Volunteer Mentors.

Create and develop a pathway to ensure a smooth referral process for YWG and the keyworkers supporting them, whilst managing capacity across the Volunteer Mentor team.

Identify and assess the needs, strengths and goals of the YWG working with Volunteer Mentors on an ongoing basis, ensuring that Volunteer Mentors carry out safety planning, develop and regularly review individual support plans and identify and refer YWG to specialist services as required.

Proactively assess risks and safety concerns, raising concerns with the Maia Service Manager, ensuring that, where possible, concerns are discussed openly with YWG/Volunteer Mentors and taking appropriate action to safeguard YWG/Volunteer Mentors whilst working within an empowerment framework.

Develop and maintain links with partner agencies (statutory and non-statutory, including children and young people's and women and girls' voluntary services) across the six boroughs, raising the profile of the Maia service and developing specific referral pathways for Volunteer Mentors and the YWG they support where appropriate.

Utilise a range of methods to regularly obtain feedback from Volunteer Mentors and YWG they are supporting regarding their experiences at all stages of the Maia service, disseminating feedback across the organisation and using it to inform the ongoing, YWG-led design of the Maia service peer mentoring programme, as well as Advance's wider ways of working with YWG.

Work closely with the Maia Service Manager, Senior Service and Partnership Manager and Advance's External Affairs and Communications team to identify opportunities for YWG to make their voices heard and share their insights with a wider audience, including through film and media. Maintain accurate records, collate all relevant monitoring and evaluation data and conduct regular reviews of the project, sharing issues and successes with the Maia Service Manager and Senior Service and Partnership Manager on an ongoing basis, as well as supporting the

Maia Service Manager in the production of quarterly monitoring and evaluation reports.

Be responsible for your own personal learning development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role, as well as participating in Maia service team meetings, peer support, reflective practice and contributing to the development of a culture of open communication and critical reflection within the Maia service team.



Participate in supervision, training and other meetings as required, and assist in the development of services in line with agreed development plans.

**General Information**

**Performance and Quality:** Ensure all work undertaken is aligned to the service/division’s annual plan and that all policies, processes and guidance notes are up to date and in line with best practice/current legislation.

**Policies and procedure:** Ensure the effective implementation of Advance’s Safeguarding, Health & Safety, Equality and Diversity and other policies and procedures and uphold the core values of Advance.

**Equality and diversity:** Advance aims to create and sustain an inclusive work environment which provides equality of opportunity for everyone and reflects the diversity of the communities we serve. The postholder is required to uphold the Equality and Diversity policy and comply with the code of conduct which sets out our standards of behaviour towards those who use our services or work within them.

**Confidentiality:** The post holder must ensure that any information relating to employees, service users, and volunteers (future, current and past) is treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or manager.

*This job description sets out the duties of the post at the time when it was drawn up and will be reviewed from time to time. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post*

**PERSON SPECIFICATION:**

**E= Essential and D = Desirable**

KNOWLEDGE AND QUALIFICATIONS	
A relevant qualification, for example in violence against women and girls (VAWG), criminal justice, youth work, social work, education or other relevant area, or equivalent professional experience spanning VAWG, criminal justice and/or youth work.	D
A strong understanding of the challenges facing vulnerable young women and girls, including the impacts of domestic abuse, exploitation, mental health and contact with the criminal justice system, and of the practical and emotional support needs specific to this group, including education, confidence and relationship-building.	E
Knowledge of trauma informed, gendered approaches in supporting young women facing multiple forms of disadvantage.	E
Current knowledge of safeguarding practice, procedures and legislation, including an understanding of approaches to safeguarding in a framework of empowerment.	E

Thorough understanding of, and commitment to equal opportunities and anti-discriminatory practice.	E
<b>EXPERIENCE</b>	
At least one year's full-time experience of supporting/working with women and girls at risk of violence and abuse, mental ill-health and/or contact with the criminal justice system.	E
Experience of recruiting, working with and/or managing volunteers.	E
Experience of project management, including meeting agreed outputs and outcomes and communicating these to others.	D
Experience of risk management, needs assessment, safety and support planning, particularly with young women and girls with complex/multiple needs.	E
Experience of setting and maintaining professional boundaries with service users and partner agencies whilst delivering an excellent standard of service and developing positive relationships.	E
Experience of using motivational interviewing and coaching techniques and identifying and supporting women and girls to access development opportunities, including learning new skills and improving self-confidence and wellbeing.	E
Experience of developing and facilitating group work and/or trainings, including gathering feedback and using this to inform the development of future activities.	D
<b>GENERAL SKILLS AND ATTRIBUTES</b>	
An ability to work well within a team and responsibly on own initiative, prioritising and organise own workload where appropriate and working under direct supervision.	E
Excellent interpersonal and communication skills, particularly in relation to building good rapport and supportive relationship with a wide range of service users and partner agencies.	E
Ability to network, influence, problem-solve and apply solution-focused approaches to increase access and safety, facilitating positive outcomes for women and girls.	E
Good analytical and writing skills in order to draw relevant themes from feedback and produce reports when required.	D
Good administrative and IT skills, including ability to create, manage and maintain calendars, rotas and databases.	E
A demonstrable passion and drive to motivate others and enable change.	E
Committed to Advance's charity ethos and key values which are Listen and Support, Empower, Innovate, Collaborate, Quality and Accountability	E



Advance is committed to safeguarding and creating a culture of zero-tolerance of harm and expects all staff, including volunteers to share this commitment. We believe all individuals have the right to live their life free from violence and abuse and the right to feel and be safe. We have a suite of safeguarding policies, procedures and practice guidance, accessible to all staff, which promotes safeguarding and safer working practices across all our services and activities. When we recruit staff, we follow rigorous safer recruitment practices, this involves carrying out pre-employment checks including references, Disclosure and Barring Service (DBS) checks, and identity checks. We ensure all staff undertake mandatory safeguarding training relevant to their role and responsibilities, to empower them to be competent and feel confident in recognising and responding appropriately to safeguarding issues and promote wellbeing.