



YOUTH MENTOR COORDINATOR

Job Title	YOUTH MENTOR COORDINATOR
Hours of Work	28 HOURS PER WEEK MONDAY TO THURSDAY 10:30AM TO 6:30PM
Reports to:	YOUTH PROGRAMMES MANAGER
Salary band:	£22,000- £26,000 (FTE) £17,600 - £20,800 (PRO RATA BASED ON 28 HOURS PER WEEK)
<p>This post is restricted to women only as a genuine occupational requirement under Schedule 9 paragraph 1, Equality Act 2010.</p> <p>Closing date: midday 3rd April 2024</p> <p>Interviews: We will be conducting rolling interviews, meaning we will invite suitable applicants in for interview as they apply.</p> <p>Application Process: Completed application forms only no CV's or covering letters. Applications to be emailed to recruitment@baytreecentre.org.uk</p>	

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 Youth Programmes 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

The Mentor Coordinator role is to facilitate and oversee the Youth Mentoring programme within the Youth Service. This includes various responsibilities such as:

- **RECRUITMENT AND MANAGEMENT OF VOLUNTEER MENTORS:** Identifying, recruiting, matching, developing, and managing volunteer mentors for the youth mentoring programme.
- **INDUCTION PROCESS:** Implementing an effective mentor induction process which includes creating handbooks and guidance materials for mentors.
- **PROGRAMME DELIVERY:** Ensuring the smooth running and effective delivery of the youth mentoring programme, including maintaining regular contact and support with young people, their parents/carers, and assigned mentors.
- **ADMINISTRATIVE TASKS:** Completing all administrative tasks in a timely, accurate, and efficient manner, which includes data input into relevant systems, academic monitoring assessments, and programme monitoring and evaluation tools.

KEY DUTIES INCLUDE BUT ARE NOT LIMITED TO:

- **PROGRAMME DELIVERY:** Sending daily reminders to mentors and mentees/parents, providing resources for mentoring sessions, welcoming participants to the centre, providing support during sessions, and managing communication exchange through WhatsApp groups.



- **MENTOR SUPPORT:** Managing and supporting volunteer mentors, conducting regular one-to-one meetings, reviewing cases with the Youth Programmes Manager, and organising discussion forum sessions and sharing sessions.
- **DATA MANAGEMENT:** Keeping attendance registers up to date, uploading session attendance and notes on the data management system, calling parents/mentees to check on online sessions, and tracking program monitoring and evaluation completions and mandatory training.
- **PARENT ENGAGEMENT:** Planning and organising parent engagement sessions, gathering feedback from parents and mentees, and assisting with the preparation of yearly reports for parents using various assessment tools and observations.

STANDARDS & 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. 	Desirable

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 solutions. Deliver good user service which balances quality and cost effectiveness.

- **DELIVERING AT PACE**

Follow relevant policies, procedures and legislation to complete your work. Have a positive and focused attitude to achieving outcomes, despite any setbacks. Regularly check performance against objectives, making suggestions for improvement or taking corrective action where necessary. Ensure that colleagues are supported where tasks are challenging.

- **CHANGING AND IMPROVING**

Regularly review own and team's work and take the initiative to suggest ideas to make improvements. Give feedback on changes in a constructive manner. Take a positive, open approach to the possibility of change and encourage others to do the same. Help others to understand changes and the reasons they are being put in place. Identify and act on the effects changes are having on your role and that of the team. Look for ways to use technology to achieve efficient and effective results. Consider accessibility needs of the diverse range of end users.