

Mentors in Work Co-ordinator



Job Description and Person Specification

Post Title:	Mentors in Work Co-ordinator 21 hours per week, fixed term, funded initially until June 2017
Salary:	£15,000 per annum, plus 7% non-contributory pension
Location:	To be confirmed
Reporting to:	Volunteering Development Team Leader

Main Purpose of Post

To establish a new in-work mentoring programme. To select, train, supervise and support volunteers who will be matched with individuals entering work for the first time or securing employment after a prolonged period of unemployment. The post-holder will support the volunteer mentors and the relationship they have with individuals in work.

Main Duties

1. Recruit, select, train and support volunteers to provide mentoring support to Fife Employability and Training Consortium (Fife-ETC) customers who have recently gained employment;
2. Work with partners to develop, devise and deliver a training programme for volunteer mentors and ensure volunteers receive appropriate and consistent induction and understand FVA's policies and procedures;
3. Assess the needs of potential service users, make appropriate matches and provide on-going support to the relationship between the volunteer and the service user as required;
4. Maintain positive relationships with referrers and other stakeholders;
5. Assist in developing community resources and creating collaborative working partnerships;
6. Provide direct advice, support and supervision to an assigned group of volunteers to ensure they operate effectively;
7. Ensure volunteering opportunities are promoted effectively, working with Fife-ETC partners and other key stakeholders to raise awareness of the project;
8. Consistently gather data required for FVA's quantitative and qualitative monitoring and evaluation systems including producing at least two case studies for promoting the service in local press;
9. Keep up to date with relevant policy and practice in volunteering and in working in the employability field;
10. To take personal responsibility for contributing to high quality standards in customer relations, service delivery, project management and communications.

This job description does not represent an exhaustive list of responsibilities and tasks but indicates the main responsibilities required from employees in the role. The organisation reserves the right to require employees to perform other duties from time to time.

The organisation also reserves the right to vary or amend the duties and responsibilities of the post-holder at any time according to the needs of the organisation's business.

There is a requirement to work evenings and weekends as necessary in order to ensure appropriate fulfilment of duties.

Person Specification

Essential requirements:

- Relevant professional qualification and/or proven relevant community development experience;
- Previous practical experience of working with, and supporting, volunteers;
- An excellent understanding of the needs and motivations of volunteers;
- Ability to motivate volunteers and the public;
- Demonstrable relationship building skills and networking abilities;
- Knowledge of best practice in all issues relating to volunteer management;
- Experience of delivering presentations to a diverse range of audiences e.g. customers, professionals and other stakeholders;
- A proven capacity to manage a diverse workload and prioritise effectively to meet deadlines;
- A sensitive and professional approach towards volunteers with multiple issues and challenges in their lives;
- willingness to learn; work as part of a team and to help others;
- excellent interpersonal, oral, written, numeracy and ICT skills;
- efficient, self-motivated, and proactive, with good organisational skills;
- a personal commitment to organisational excellence;
- displays honesty, integrity and a strong sense of ethics in all actions and decisions;
- a commitment to equal opportunities;
- valid driving licence and access to a car.

Desirable requirements:

- Previous experience of delivering training and/or group learning;
- Previous experience of volunteering;
- Experience of working within the third sector;
- Qualification in volunteer management.