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**Part 1: Job Description**

**Part 2: Person Specification**

**Title:** Mentoring Support Worker

**Date:** August 2017

**Part 1: Job Description**

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| 1. **Purpose:**

The Mentoring Support service has the specific purpose of providing supports to young people from the Looked After and Care population. This includes young people currently in Care placements, and those who have had prior experience. The Transitional Mentoring Support Model of 1) Emotional Support; 2) Advice & Guidance; and c) Hand-holding to assist service users in addressing their barriers to progression, will be utilised. As a Mentoring Support Worker you will work with service users to improve their quality of lives within their community by promoting wellbeing, independence, healthy life choices and training & employability options. Depending on the service one may have direct contact with the families and friends of the service users and one's work may change their lives too. As a mentoring support worker, one will need to be resilient enough and open minded to deal with some of the challenges that such complex needs can present. |

**2.0 Group:** Extern NI

**3.0 Directorate:** Services Directorate

**4.0 Job Group:** Social Care

**5.0 Responsible To:** Project Manager

**6.0 Location:** Bishop Street, Derry

**7.0 Hours of Work:** 40 standard working hours (including breaks)

Flexibility required

**8.0 Salary** Grade 5, £21,618 per annum

**9.0 Functional** Young People & Families

 **Responsibility:**

**10.0 Responsible for:** Delivery of direct services to service users

11.0 **Direct Reports:** Project Manager

**Service Users**

* When required, take referrals from appropriate bodies, carry out initial assessment of service user needs, discuss referral with team and together make decision of admission of service user to Project.
* Contribute to the development of appropriate service user plans e.g. care plan, personal education plan, support plan, budget plan.
* Contribute to the assessment of service user needs for referrals to external agencies and make appropriate referrals when required e.g. registration with Doctor, mental health services, Extern Works.
* Assist in the case management of identified service users.
* Facilitate and participate in group work with service users.
* Promote and encourage independence and assist and encourage service users to develop life and social skills opportunities that will build self-confidence, improve emotional well-being and strengthen social integration.
* Support service users to complete paperwork when required e.g. benefits, housing, school etc.
* Ensure young people are linked with appropriate external services, eg. Advocacy, Participation, Training.
* Contribute to the organisation and delivery of young people and volunteer mentor activity days, including residential when required.
* Support a number of young people to develop their mentoring skills and abilities as part of internal training development.
* Work in accordance with OCN requirements for both Trainee and Volunteer development.

**Risk Management**

* Assist in the development of service users risk assessments and continually review and amend as and when required.
* Follow necessary risk management requirements e.g. room checks, medication administration, on call procedures.
* Adhere to safeguarding procedures and relevant external standards.

**Communication (Internal & External)**

* Multi-agency and multi-disciplinary working.
* Attend and participate in internal and external meetings as required and act as advocate for service user when appropriate e.g. team meetings, multi-disciplinary meetings, Youth Justice Conference, Housing Executive meetings etc.
* Develop and maintain appropriate professional relationships with Services Users, colleagues and stakeholders. This includes links with Advocacy and Participation service providers.
* Develop links with local youth and community services to assist young people in relation to social isolation/exclusion.
* Develop working partnerships with Careers Service NI, Local Training Organisations and employers in order to widen opportunities for young people to progress into further education, training and/or employment
* When required, liaise with appropriate relatives.
* Assist in publicising the Mentoring service across Health & Social Care Trusts and other relevant organisations, and directly to children and young people, carers and social work staff.

**Recording**

* Ensure compliance with necessary recording requirements and responsibility for accurate and timely completion e.g. service user files, case notes.
* Ensure effective collation of all referrals made and received, their source and demographic details of the young person and outcome of the referral.

**Supervision**

* In conjunction with senior staff, assist in the supervision, management and training of new staff, volunteer mentors, peer mentors and bank staff.

**Training**

* Responsible for keeping abreast of current legislation and Extern’s policies and procedures, and attend appropriate training as and when required.

**Health & Safety**

* Adhere to Extern’s Health & Safety Policies and Procedures e.g. Lone Working Policy, Guardian 24.

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**Part 2: Person Specification**

**Title:** Mentoring Support Worker

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**PERSON SPECIFICATION**

**Essential Criteria:**

* Professional Qualification in Social Work/Youth Community Work or working towards a minimum of NVQ level 4 HND/HNC e.g. Dip Youth & Community Work or Degree in Social Science e.g. Sociology or psychology or in combined Social & Behavioural Sciences.
* Be registered or in the process of registering with NISCC.
* 3 years’ cumulative experience of working directly with a similar service user group (up to and including Hardiker Level 4).
* Computer literate.
* Full UK driving licence and access to a car with business insurance (Applications will be considered from applicants with a disability who can otherwise demonstrate how they can meet the mobility requirements).

**Desirable Criteria:**

* Experience of working with Looked After Children providing mentor supports.
* Hold a D1 category driving licence.

***NOTE***

***This position is subject to an Enhanced Access NI check. Copies of the relevant policy on the recruitment of ex-offenders as well as the Access NI Code of Practice are available on request. Please note that having a criminal record will not necessarily be a bar to obtaining a position with EXTERN.***