

JOB DESCRIPTION

MENTORING GATEWAY SUPPORT ASSISTANT

LINE MANAGER	Mentoring Gateway Coordinator
HOURS OF WORK	Part-time
PAY SCALE	Aligned with JNC scale points 9 - 12

OVERALL AIM OF THIS POST:

The Door's Intensive Support Department aims to be considered locally as the key provider of non-statutory wraparound family support services - providing pragmatic and effective support for parents and young people that has a positive lasting effect. This work happens in a variety of centre-based and public settings across the Stroud District.

The Mentoring Gateway Support Assistant is appointed to support the delivery of the Mentoring Gateway service. This includes monitoring and supporting the day-to-day organization of the service, leading of telephone support shifts and supervision of Mentoring Gateway volunteers.

Due to the nature of the role, there is a need to be flexible in delivery to ensure that young people and volunteers receive the best quality service. There is an ongoing requirement for early evening working to achieve this.

KEY STAKEHOLDERS

- Intensive Support Manager
- Mentoring Gateway Coordinator
- Fundraising department
- Other senior and departmental managers
- Intensive Support Administration Coordinator
- Family Support staff and volunteers
- Service users
- Statutory bodies including social care, schools, health service, town/parish and district councils
- Other organisations including CAMHS, Social Care, Schools and other third sector organizations who may offer targeted support such as Infobuzz, Gloucestershire Young Carers

SPECIFIC DUTIES AND RESPONSIBILITIES

- Lead and staff evening support sessions
- Support the development of all Mentoring Gateway processes and systems to maximize efficiency of service administration (including record-keeping, monitoring and supervision)
- Assist in organising and updating the rota for volunteer shifts when required
- Support the referral process and allocate to appropriate volunteers
- Contribute to the ongoing support and supervision of the Mentoring Gateway volunteer team
- Attend regular, planned supervision meetings with the Mentoring Gateway Coordinator
- Assist in ensuring that the Mentoring Gateway service is developed and delivered in line with industry-standard best practice, including governance and service provision
- Uphold the Christian ethos of The Door
- Maintain a safe and friendly working environment
- Anything else that is commensurate to the post

PERSON SPECIFICATION

ESSENTIAL

- Excellent organisational skills
- Able to work on own initiative with minimum supervision
- Good at working as part of a team, including supervising a team of volunteers
- Excellent communication skills, including active listening and ability to communicate at all levels, this may include 1 to 1 meetings, interviews and reviews
- IT-literate and able to manage workload via online systems and diary management
- Previous work experience with young people
- Able to relate to ALL people in an empathetic way that is caring and non-judgmental
- An interest in the well-being of young people and their families
- Ability to engage with service users
- Approachable, open and honest
- Commitment to develop knowledge and skills through training
- Commitment to working in ways that do not discriminate against any group or individual
- Be available to work in the early evenings, usually between 4.30pm and 7.30pm

DESIRABLE

- Previous experience of supporting individuals via telephone
- Experience of supervising a volunteer team
- Crisis management experience, and ability to make clear decisions
- Clear knowledge and understanding of current government policies and initiatives affecting young people and families

- Knowledge and understanding of the My Plan Framework, EHCP and Child Protections Plans
- Knowledge and understanding of similar projects
- Clear knowledge and understanding of safeguarding children, in particular working within professional boundaries and implementing policy
- Clear understanding of the needs & issues faced by people of disadvantaged background