



**JOB TITLE: BBO STRIVE – Mentor**

**SALARY: Spot Salary £ 24,000 (pro –rata for part time posts)**

**REPORTS TO: (partner organisation)**

**PROJECT: Building Better Opportunities (BBO) – Big Lottery/ESIF**

### **BBO STRIVE in Herts project**

#### **Purpose of the job**

Learning mentors perform a wide-ranging role. Duties vary depending on the barriers to learning/employment faced by the participant, the level of expertise required and complexity of the work expected. However, the key role of the Mentor is to support the participant in overcoming barriers to learning and barriers to work in order to achieve their full potential.

These positions require experience of working with vulnerable and challenging people and will expect post holders to manage their own case load and plan, deliver and measure interventions to support the participants they work with.

#### **Main areas of responsibility**

- Liaise with the referral team to gather information/data known to date
- Conduct if required more detailed initial assessment of participants' needs
- Provide 1:1 dedicated support (face to face, online, telephone, skype...)
- Implement strategies and support participants in self-esteem and confidence-building activities
- Listen to and help participants resolve a range of issues that are creating barriers to learning;
- Draw up agreed action plans with participants, outline the aims of the mentoring, and monitor their progress;
- Accompany participants to first stages of an engagement session, an interview etc.
- Liaise with providers/partners within and beyond the project to identify suitable engagement sessions, suitable learning activities or employment opportunities.
- Monitor attendance and punctuality of participants onto engagement sessions or learning activities;
- Introduce participants to other partners

- Attend peer supervision and good practice workshops

Work within the hub structure alongside other BBO partners/staff to ensure the highest quality outcomes for participants.

- Help with transition activities for participants moving within and beyond the remit of the project
- Liaise with and provide guidance to other partners in meeting the needs of the participants
- Keep adequate records of progression and journey throughout the project
- Maintain accurate records and prepare written reports and evaluations
- Maintain clear case records in the BBO project Management Information System to auditing standards for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Take part in regular BBO project good practice sharing meetings
- Link up with mentors/motivators from other BBO funding strands as required.

The duties and responsibilities listed above describe the post as it is at present. For

the successful candidate there may be some flexibility depending on their competencies. The post holder is expected to accept any reasonable alterations that may be necessary.

### **Criminal Background Check**

The Building Better Opportunity project is led and coordinated by Hertfordshire County Council (HCC). Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The council requires all BBO project staff to abide by legislation and best practice. This role has been identified as requiring an Enhanced Disclosure & Barring Services (DBS) check. You must therefore ensure that any relevant criminal record check application forms are completed and returned as requested, as this is deemed a contractual requirement of employment. In addition, you consent to allow the BBO partner organisation to retain a copy of the disclosure certificate within your personal file.

You will be required to and maintain registration with the DBS Update Service whilst employed by the BBO project. In line with the requirements of the Update Service you will be required to maintain your personal information.

If you fail to disclose any caution, reprimand or conviction which is later identified on your criminal background check you will be subject to disciplinary action and the BBO partner organisation has the right to suspend and ultimately dismiss you. The partner organisation will review your criminal background record periodically during your employment to identify any changes in circumstances that may be detrimental to your employment.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to an interview you will receive more information.

## **Equality and Diversity**

The Building Better Opportunity project is led and coordinated by Hertfordshire County Council (HCC). HCC is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all managers, staff and partners. HCC's equality policy 'Putting People First' is available on HertsDirect.

## **Health and Safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## **Person Specification**

- Experience of supporting adults into employment
- Good understanding/experience of the range of issues face by individuals experiencing barriers to learning and employment.
- Experience of liaising and joint working with other agencies and professionals
- Life experience and confidence in relating to people from a wide variety of backgrounds
- Experience of liaising with various agencies or organisations such as Job Centre Plus, employers, local education providers.

## **Skills and Abilities**

- Ability to engage with service users to develop and sustain supportive and trusting relationships.
- Good verbal communication skills and the ability to communicate sensitively to others.
- Good written communication skills.
- Understanding of employment and educational training
- Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual.
- Ability to demonstrate respect for difference and diversity
- Ability to advocate and negotiate on behalf of clients.
- Accurate record keeping and data input skills / good literacy and ICT skills.
- Ability to record information to enable assessment of need, maintenance and evaluation.
- Ability to work flexibly and prioritise workload.



- Good planning and organisational skills.
- Ability to work under pressure and be adaptable to tasks as required and to demonstrate a pro-active approach to problem solving.
- Ability and willingness to work as part of a project team across the wider Building Better Opportunities Project
- Full driving licence – and access to own car in order to travel independently