###### Groundwork London Job Description



Job Title: Youth Mentors

**Responsible to:** **Team Manager**

Responsible for: N/A

Location: Pan London (across GW London offices & secondary schools)

Job Background:

The Youth Mentor works as part of the Groundwork London Youth Mentors team and utilises an innovative approach to deliver early intervention support to vulnerable young people at risk of becoming NEET and/or provide bespoke progressive and character building 5-day series of group workshops to schools and colleges. The central focus of the role is to support young people in achieving educational attainment, address issues that may negatively affect schools/college performance and to assist and encourage them to remain in sustained education and training.

The Youth Mentor develops and maintains positive and strategic relationships with clients, employers and education establishments and ensures service delivery for young people to the highest possible standards.

The Youth Mentor will adopt a multi-agency approach, offering a coordinated response to educational disengagement though a personalised package of information, advice and guidance.

Main Objectives:

* To work with NEET/at Risk of NEET young people to provide an innovative programme of support that provides personal, social and educational development that will enable young people to access or remain in education or employment for a minimum period of 6-15 months.
* To deliver motivational and inspirational sessions/workshops that lead to positive behaviour change in young people whilst providing a range of accredited and non-accredited learning within a school/college environment or youth-work setting.
* Evaluate and monitor young peoples’ achievements in line with the contractually agreed reporting guidelines and requirements.
* Be adaptable to the needs and requirements of young people, whilst delivering a high level of professional personalised support.
* Provide a package of wrap-around support tailored to meet young peoples’ needs: including joint delivery with partners, in-house provision of learning, and/or supported referral to specialist providers geared towards sustaining young people within EET provision. Work in a way that engages young people remotely, through social media, whilst maintain project KPI’s.

Key Tasks & Responsibilities:

* Provide practical, empathetic support and encouragement to influence positive change within clients through mentoring and group work which advances and improves academic achievement and supports young people to realise their potential.
* Undertake detailed young person diagnostics that allow for a personalised plan of support to be achieved.
* Identify young peoples’ issues that are affecting their ability to maximise their futures, and initiate and sustain strategies/programmes of support that assist young people to overcome these barriers.
* Support young people to remain within education, training or employment for sustained periods for up to 15 months through the provision of wrap-around support practices.
* Maintain positive relationships with partners and key stakeholders including the National Citizen Service and Youth sector organisations.
* Provide tailored information, advice and guidance to young people within structured group situations, delivering against an agreed curriculum and through one to one sessions.
* Devise appropriate and sensitive action plans to support young people through each stage of the client journey, which include individual meetings, phone calls and other intensive forms of support such as home visits.
* Participate in high quality session planning to meet the needs and interests of the young people, and project aims and objectives as set out by the project funding agreement.
* Work with the line manager and colleagues to design programmes of work that are focused on the achievement of funders’ targets: such as the number of young people back into education, training or employment.
* Ensure the maintenance of internal electronic and hard copy information systems that record relevant client outcomes and support the requirements of funders and partners.
* Facilitate the participation of young people in the planning, development, design and implementation of all projects available to them.
* Ensure compliance with Groundwork London’s policies in relation to health and safety, equal opportunities, and working with volunteers and young people.
* Undertake best practice sessions with other Youth Mentores, and stakeholders to ensure the highest level of outcomes for young people.

Other Responsibilities

* Work flexibly on evenings, weekends and during school holidays to ensure full and supportive delivery of the programme.
* At times, deliver services and duties on wider Groundwork Youth Projects.
* Deliver programmes within budget and take responsibility for petty cash as required.
* Undertake training in order to develop work related skills and knowledge.
* Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Trust, as may reasonably be requested by the Director.
* Work with due regard for Groundwork’s core values and objectives.
* Ensure the effective implementation of and adherence to, the Trust’s Diversity, Equal Opportunities and Health and Safety policies and procedures.
* All staff, the Board and volunteers will actively support in their daily operations and duties Groundwork London’s Environmental Management System.

Personal and Professional Development

* Participate in the Groundwork London Performance Management and Appraisal process, and agree short, medium and long term goals with line manager, and direct line staff.
* Identify learning and development needs with line manager and evaluate T&D to demonstrate needs have been met.
* Share best practice and achievements, and actively seek opportunities to present outcomes and case studies.
* Contribute to the learning of others across the organisation by sharing knowledge and skills both informally and formally by participating in the trust’s training and development programme.

**Sep 2021**

**Note to Applicant: When completing your application form you should demonstrate/evidence the extent to which you have the necessary education, experience, knowledge and skills identified as required by the application criteria for the post.**

| **Position Name: Youth Mentor** | | | | | | | | | |
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| **Job****Factors** | **Criteria No** | **Person Specification Criteria** | **Rank** | **Criteria to be tested by the following documents and/or activities** | | | | | |
| **E = Essential**  **D = Desirable** | **Application Form** | **Interview** | **Presentation** | **Practical Exercise Test** | **Work Simulation Test** | **Certificates or Qualifications** |
| Qualifications & Experience | 1 | Youth Work qualification or equivalent | **E** | **✓** |  |  |  |  |  |
| 2 | PTLLS qualification (or higher), or a level 3 or 4 NVQ qualification in Information, Advice and Guidance, or equivalent | **D** | **✓** |  |  |  |  |  |
| Competencies | 3 | Ability to provide support, advice and guidance in a range of settings to young people with various needs | **E** | **✓** | **✓** |  |  |  |  |
| 4 | Ability to form close and effective relationships with young people from a wide range of backgrounds, especially those affected by issues such as poor living environment, low incomes, exclusions from education and those with challenging patterns of behaviour. | **E** | **✓** | **✓** |  |  |  |  |
| 5 | Ability to deliver personal development and group work sessions for young people that lead to accredited and non-accredited outcomes. | **E** |  |  |  | **✓** |  |  |
| 6 | Ability to plan and manage a complex work programme, prioritise tasks and deliver results on time and within budget. | **E** |  | **✓** |  |  |  |  |
| 7 | Ability to develop young people, broadening horizons and supporting young people to take advantage of opportunities whilst overcoming barriers. | **E** |  | **✓** |  |  |  |  |
| 8 | Ability to work as part of a team in a target driven environment, whilst maintaining the highest level of service for young people. | **E** | **✓** |  |  |  |  |  |
| 9 | Knowledge of current issues affecting young people and their families, including the philosophy and practice which underpins youth and outreach work. | **E** | **✓** | **✓** |  |  |  |  |
|  | 10 | Ability to undertake individual assessments and design action plans in collaboration with clients and to undertake delivery of core units of appropriate training courses. | **E** | **✓** | **✓** |  | **✓** |  |  |
| 11 | Ability to use MS office Word, Excel, Internet and Email | **E** | **✓** |  |  | **✓** |  |  |
| 12 | Ability to keep accurate records including client development logs and the completion of funders’ and awarding bodies’ paperwork | **E** |  | **✓** |  |  |  |  |
| 13 | Ability to communicate and negotiate in a clear and encouraging manner | **E** |  | **✓** |  |  |  |  |
| Additional Competencies | 14 | Willingness to be flexible in work patterns and to fulfil occasional evening and weekend duties | **E** | **✓** |  |  |  |  |  |
| 15 | Ability to demonstrate an understanding and commitment to equal opportunities in practice. | **E** |  | **✓** |  |  |  |  |

**Appointment to this role is subject to an enhanced records check through the Disclosure and Barring Service (DBS)**