

## **Job Profile – Family Mentor**

**Job Title:** Family Mentor

**Accountable to:** CFSP Strategic Manager & Area Co-ordinator

**Location:** CTS office L'Derry, with a requirement of the post to work in the Coleraine office as and when required

**Hours of work:** 36 per week

**Leave:** 20 days plus 12 statutory days (pro rata)

**Contract term:** End March 2022 (subject to funding)

### **Customized Training Services**

*Customized Training Services* (CTS) was incorporated in 1990 as a Company Limited by guarantee; committed to providing quality training and employability skills, enabling young people and the unemployed to meet the employment needs of the local and regional economy.

Due to continued funding through the European Social Fund and Department for Economy, CTS wish to employ a Family Mentor for the 'Community Family Support Programme' (CFSP).

### **Job purpose**

The CFSP Family Mentor is responsible for working alongside other members of the CFSP team to:

- Support 16 + year olds who are not in education, training or working over 16 hours per week to address health, social and economic concerns, enabling them to avail of opportunities in education, employment and training
- Design and deliver needs-led programmes to develop life skills, such as health, social inclusion and finance management which demonstrative positive outcomes

### **Main Responsibilities and Accountabilities**

#### **Family Support**

1. Enrol eligible participants onto CFSP focusing on engagement and retention of participants and their families / consociate, to achieve positive family outcomes.
2. Undertake direct work with participants in their homes, the community or office which safeguards and promotes the positive development of participants using a solution focused approach.
3. Carry out a detailed risk and needs assessment, identifying their barriers to progressing into employment/education/training.
4. Create and agree a family support plan outlining actions and timescales to achieve positive change, in progressing the participant / family to education, training or employment.
5. One-to-one support and group sessions with participants, concentrating on interventions on health, economic and social issues.
6. Signpost participants to the range of specialist agencies, support services and activities on offer to develop solutions to barriers.
7. Effectively manage caseload of participants to provide appropriate advice in a respectful and professional manner.

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## **Programme Delivery**

1. Implementation of interventions based on family action plans, liaising with Co-ordinator to ensure the purchase of interventions/services/goods is within budget.
2. Design, develop and facilitate life skills 1:1 sessions and group workshops in responding to need.
3. Communicate with CFSP Management and the team to agree, improve and to deliver a quality programme
4. Support participants with the confidence and motivation to engage with the Career Mentor to commence with job search activities and opportunities in education, employment and training.
5. Undertake progress reviews to ensure targets are achieved that reflect positive outcomes in family support performance and progression to employment, training and education.

## **Other**

1. Work in a professional manner, maintaining appropriate levels of confidentiality while carrying out and managing risk assessments as required, that ensures both the post holder as a lone worker and the family's safety is of paramount importance.
2. Undertake ongoing evaluation of outcomes and impact for participants in line with the CFSP Quality Cycle and Self Evaluation Framework.
3. Work in an integrated manner. Develop and maintain excellent working relationships with other training, employment and support organisations within the relevant statutory, community and voluntary sectors.
4. Maintain accurate records of work undertaken with participants that contain detailed up-to-date engagement notes, full details of specific interventions, evidence of positive outcomes etc. provided in a timely manner.
5. Provide accurate and verifiable statistical reports to assist with the monitoring and evaluation of the programme within specified timeframes.
6. Comply with relevant policies and procedures e.g. Health and Safety, Safeguarding, Data Protection etc.
7. Ensure consistency of quality of delivery and reporting issues as they arise.
8. Undertake bi-monthly supervision with Line Manager to measure performance against targets, reflect on practice, and avail of support to ensure proficiency of the role.
9. Undertake staff development activities that shall enhance individual and organisational performance, maintaining and developing relevant skills and work to the highest professional standards.
10. Attend and participate in team meetings.

In addition to the tasks and duties outlined above, the post holder will be required to undertake any duties which are identified as being generally compatible to the post and actively comply with all CTS and CFSP policies and procedures.

## **Status of the Job Description**

This job description is intended as a guide and should not be viewed as an inflexible specification, it may be varied in responding to strategic developments and after discussion with the post holder. The post holder will be expected to work to objectives agreed with their CFSP Line Manager.

### **Personal Specification – Family Mentor (CFSP)**

<b>Essential Requirements</b>	<b>Criteria</b>	<b>Verification</b>
<b>Qualifications</b>	<p>Minimum of Level 3 qualification (or equivalent) in Health, Social Care, Family Support, Youth Work, Social Work or other relevant discipline</p> <p>Minimum Level 3 qualification (or equivalent) in Advice &amp; Guidance, Mentoring, Coaching, Counselling or demonstrable equivalent</p> <p>5 GCSE or equivalent incl. English, Maths, &amp; ICT</p>	Application and verification of certificates
<b>Experience</b>	<p>Experience of completing holistic assessment of needs, using SMART objectives to develop and agree a holistic action plan to deliver interventions within health and social care, on a one to one or group basis.</p> <p>Experience of working to and understanding Safeguarding policies, procedures and legislation, working in a multi-disciplinary environment responding to needs of children and adults at risk.</p> <p>Proven experience of carrying out home visits, time-management and lone working</p> <p>Qualified or skilled to deliver life skills programmes e.g. cook-it, sexual health, parenting skills, money management, conflict resolution, assertiveness, stress management, Life Coaching etc.</p>	<p>Application &amp; Interview</p> <p>Application &amp; Interview</p> <p>Application &amp; Interview</p> <p>Verification of certificates &amp; Interview</p>
<b>Skills / Abilities</b>	<p>Excellent written and oral communication skills</p> <p>Competent in all Microsoft Office</p> <p>Ability to motivate, mediate and empower others to develop themselves</p> <p>Work positively, taking instruction, using own initiative and within a team</p> <p>Being respectful and considerate in collaborating with families, colleagues and other organisations</p> <p>Excellent organisational and time management skills</p> <p>Commitment to the development of people in the community</p> <p>Recording accurate reports, with attention to detail and presented in an appropriate and timely manner.</p> <p>Mentoring skills and facilitation/group-work skills</p>	<p>Interview</p> <p>Application</p> <p>Application</p> <p>Interview</p> <p>Application</p> <p>Interview</p> <p>Application &amp; Interview</p> <p>Interview</p> <p>Application &amp; Interview</p>
<b>Other</b>	<p>Ability to work flexible hours (including evening work)</p> <p>Provide team support in other geographical locations if required</p> <p>Undertake training required for the post.</p> <p>Full UK driving licence with access to transport appropriate for the post</p> <p>Hard working, reliable and trustworthy</p>	Application
<b>If applicant successful, post will be subject to:</b>		

Enhanced Access NI clearance 2 positive references – professional and character Full UK driving licence with insurance for business use	Access NI check Reference requests Licence and car insurance
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Please Note: Applicants must demonstrate in their application form that they currently have the qualifications and skills outlined above, failure to demonstrate this will result in applications not being short-listed.

CTS reserve the right to enhance the short-listing criteria if necessary.