

July 2019

Big Brothers Big Sisters of North Canterbury

Information for the following position:

MENTORING COORDINATOR





1. Background

There are literally thousands of children in North Canterbury who, for one reason or another, find it difficult to cope with what life throws at them. Often lacking in self-esteem and self-confidence, these young people are longing for someone to take an interest in them, listen to what they have to say and to help them come to terms with life's challenges.

Why mentoring

Big Brothers Big Sisters is committed to the healthy development of young people. We recognize the challenges faced by young people in their growth from children into adults. One of the best things our society can offer its young people is a stable and caring relationship with an adult: one who listens, who is committed, who has a sense of humour, and is able to have fun. This isn't just a nice ideal, it has well researched and documented outcomes including improved well-being, self-esteem, academic achievement and attendance along with reduced risk of drug and alcohol abuse. The New Zealand Government has developed the Youth Development Strategy Aotearoa which when summed says that well connected young people will be the most likely to traverse the difficult teenage years and become a well-adjusted adult. A further Ministry of Youth Affairs research review *Young Males* (2004) states that mentoring is one of three proven strategies to build connections for young males.



Objectives

The objective of Big Brothers Big Sisters of North Canterbury is to build resilience in young people who are low in self-esteem and confidence, who lack positive role models, in order to help them to achieve their potential. We work in primary and intermediate schools and in the community. We recruit, train and support volunteer mentors in order to enable them to have the skills necessary to make a significant impact on the social development of the young people. We find children aged between 6 and 11 most needing mentors. The relationship begins either in a school setting (School Based Mentoring) or in the community (Community Based Mentoring). Mentoring matches can last many years, and provide stability through a tumultuous time of life. Our coordinators provide regular ongoing, documented support and accountability and provide a necessary link between family, school, volunteer and young person.

Big Brothers Big Sisters and the impact of Mentoring

Research has shown that young people who have a positive mentoring relationship are 40% less likely to use illegal drugs and alcohol, 52% less likely to skip school, are more confident in their schoolwork, and are better able to get along with their families. There is no question about the positive impact mentoring has on young people's lives. These benefits carry on into families, communities, and society, and beyond.

Internationally there are 280,000 young people with a mentor in 13 countries. In New Zealand, there are currently 13 Big Brothers Big Sisters regions and there are new ones being established every year. In the calendar year of 2018, 45 young people benefitted from having a big brother or big sister in the North Canterbury programme.

2. The Big Brothers Big Sisters Culture

The culture at BBBS is dominated by an unwavering passion for mentoring. The thing we love the most is sharing stories about our mentoring relationships. Usually it's a comment from a mentor or young person that confirms why we do this and gives you that warm tingly feeling all over. It is rarely about achievements but more often a reflection of the how the relationship is valued. So the work we do naturally creates open and honest lines of communication within the team.

This work can also be tough, some of the difficult life experiences of mentees can be difficult to hear about and when a match doesn't work despite lots of planning and hard work, it's gutting. And so it is accepted that the support we offer to our mentors and young people sometimes needs to apply to our colleagues. We take time to slow down and talk, focus on staff wellbeing, and have some fun when it's really busy and a bit stressful. We are excited as this new role will ultimately help many more North Canterbury young people.



3. The Risks

All the positions at the Trust are reliant on grants, donations and the other fundraising efforts. The Trust does everything it can to ensure the sustainability of the positions and the Trust as a whole. In the event of any challenging financial times, the Board have a plan to manage this and to ensure staff are well informed along the way.



4. The Role

Mentoring Coordinator

The day to day tasks of the coordinator include **Recruiting, screening and training mentors**. Mentors are recruited from a variety of sources. The coordinators are responsible for raising the Trust's profile in the community by attending and speaking at various events and networking with relevant organisations. Once potential mentors are found, the coordinators ensure their suitability through interviews and background checks before conducting four-hour orientation training.

Finding the children who need mentoring

Once a mentor is ready to be matched, the school closest to where they live is approached and a suitable child is referred. The child will have similar interests, personality and outlook as the mentor, thus giving the match a greater chance of being successful and lasting long term.

Facilitating mentoring that brings about good outcomes for young people by supporting the mentoring match

The coordinator makes the match between the mentor and young person and then serves as the primary liaison between parents, mentors and young people. Subsequently, coordinators conduct regular documented supervision contacts with mentors, young people and parents in person, over the phone and by email. Documenting these contacts is a necessary and significant aspect of the role. It is important that coordinators are sensitive to the concerns of volunteer mentors, who can lack confidence in their own ability to be a good mentor. These individuals are treated with the utmost gentleness and respect, with coordinators taking care to affirm their efforts and successes, without over-burdening them with additional tasks. The coordinators' role also includes helping to bring these relationships to a healthy close when required. All contacts are documented using a purpose built caselog system.

The coordinator's role is therefore varied and dynamic. The biggest reward is seeing the kids' faces light up at the sight of their mentor, hearing their feedback on the benefits of this relationship, and sharing in their family's and teachers' pleasure at watching these children bloom. The coordinator is a largely autonomous agent, who works closely with the Manager Ellie and the Board. Working in a small office and team requires all staff to step up and to help out as required with a variety of tasks. It is important that the coordinators might also serve as mentors because this enables them to understand the issues faced by other mentors, as well as experiencing the results of such a relationship.

The role is anticipated to be approx. 20 hours. The Trust is also seeking an Administrator with a flair for marketing, events and fundraising. For someone seeking closer to 25 hours, these additional tasks could be added to this Job Description. We are looking for someone with the right experience and skills who is the right fit for our team.

There are times when the Coordinator will need to work evenings and a few hours in the odd weekend to supervise mentors, set up mentoring matches, volunteer trainings and group events. About 60% of the time will be spent in the office and the rest on the road, meeting with mentors, children, parents and other stakeholders.



Coordinators need to have access to a vehicle and will be reimbursed for travel expenses.

This may not be in the Job Description but it is perhaps the most important...

BBBS is looking for someone who has an underlying passion and understanding of people; as well as the attitude and personal drive to become a key member of a small and dynamic team. The coordinator's success depends on their interpersonal and communication skills. The most valuable skill will be the ability to listen with the third ear, especially when supporting our fantastic volunteers, both to support them in their mentoring and their own personal development. Coordinators must feel at home in a variety of social situations but especially in their supporting of individual mentors. The most common form of communication is over the phone. You will enjoy having lots of human contact be it face-to-face, over the phone or by e-mail.

It is likely the successful applicant will come from a background in psychology, counseling, youth work, social work, teaching or customer care. They will have experience working with young people, adults and volunteers. In such a small organisation, being a team player is critical, and open communication with everyone is a priority. Equally important is the ability to use your initiative and work independently in meeting goals. Basic office and computer skills are needed to create and maintain the systems that ensure the organisation continues to function and grow efficiently. Sound knowledge of Microsoft Excel would be beneficial. This position will excite people who want to make a genuine contribution to the young people of North Canterbury by being an instrumental part of the mentoring programme.

Mentoring Coordinator

EMPLOYER:	Big Brothers Big Sisters of North Canterbury
POSITION TITLE:	Mentoring Coordinator
SERVICE:	Delivery of BBBS Mentoring programme for young people in North Canterbury.
HOURS:	20 hours per week
REPORTS TO:	Programme Manager
FUNCTIONAL	
RELATIONSHIPS:	Mentors, local schools, young people and their parents/caregivers; local community networks, key social agencies
DATE WRITTEN:	July 2019



Principal Objectives of the Position

The principle objective of the Mentoring Project is to work alongside North Canterbury schools and whanau to encourage healthy youth development by providing a mentoring service for individual young people aged 6-18 in Christchurch.

The mentoring programme involves getting alongside individual young people that exhibit, particularly:

- low self esteem
- personal, social/relational difficulties
- vulnerabilities within their environment that limit their well-being.

The Mentoring Coordinator is responsible to the Manager and will fulfill tasks as determined by them.

	KEY TASKS	OUTCOMES
1	MENTORING	MENTORING
	<p>Recruiting, screening and training volunteers</p> <p>a. Recruiting and screening volunteers – volunteers recruited and vetted using BBBSNZ standards as minimum.</p> <p>b. Assist with the orientation training sessions for volunteers.</p> <p>c. Assess training needs of each mentor and link with other opportunities for training.</p>	<ul style="list-style-type: none"> • 20 - 25 volunteers successfully matched and supervised • Volunteer Intake Checklist and Applicant Assessments completed for all new volunteers before a match starts • Each mentor trained in basic areas of mentoring as covered in the orientation training. • Each mentor trained in other areas as required
	<p><i>Finding children needing mentoring</i> Accessing, receiving referrals and screening the children needing mentoring</p>	<ul style="list-style-type: none"> • School Based: Regular contact with school liaison at participating schools so suitable referrals can be made efficiently and in a timely manner. • Community Based: Connections with referral sources including relevant agencies in the local area. • Referrals all received, screened using child intake checklist. • Wait list of referrals kept and monitored regularly.
	<p><i>Facilitating mentoring that brings about good outcomes for young people</i></p> <p>a. Make mentoring matches that are built to last</p>	<ul style="list-style-type: none"> • Rationale for suitability of each match documented • Regular (as prescribed by the Standards of Practice at BBBS in NZ) documented contact with volunteers, child and their parent (and school if



	<ul style="list-style-type: none"> b. Supporting matches to increase the length and impact of the match on the young person c. Ensuring the safety of the young people and volunteers in our programme. d. Help plan termly Match events for volunteers and children to attend together. e. Provide assistance to the fundraising committee with annual fundraising events as requested by the Programme Manager 	<p>appropriate) using Supervision caselog.</p> <ul style="list-style-type: none"> • Monitor match activities and mentoring behavior are within best practice parameters. • Events run by the team where volunteers and young people feel supported.
	<p><i>Supporting Volunteers</i></p> <ul style="list-style-type: none"> a. Recognizing the voluntary nature of the volunteers, being available to listen carefully and support them appropriately throughout their match. Extra support is offered when there is crisis or challenges. b. Volunteers personal development and awareness increased through mentoring. 	<ul style="list-style-type: none"> • Coordinator available for volunteers as needed, sometimes out of normal work hours. • Volunteers are clear about their roles and the parameters of the relationship. • Volunteers report being supported and well understood by their coordinator. • Volunteers reflect that their experience is valuable for their personal development.
2	PERSONAL & PROFESSIONAL DEVELOPMENT	PERSONAL & PROFESSIONAL DEVELOPMENT
	Personal supervision by a qualified person – financed by the Trust.	Effective, appropriate supervision.
	<p><i>Keeping up to date with youth work practice</i></p> <ul style="list-style-type: none"> a. Attending training as agreed b. Attending both local and citywide youth worker network meetings. c. Seeking out and utilising mentoring resource material. 	Ongoing evidence of professional and personal development.
	Develop and maintain own peer support and ensure appropriate time is given to personal study and refreshment	Appropriate, regular and helpful peer support maintained. Adequate refreshment achieved.



3	RELATIONSHIPS	RELATIONSHIPS
	Maintain good relationships with Manager, other staff, and Trust board members.	<ul style="list-style-type: none"> • Attendance at staff meetings as required • Regular supervision with Manager
	Maintain good relationships with Mentors, young people, schools and parents/caregivers.	Good working relationships are maintained.
	Maintain good relationships with applicable Community Boards and Strengthening Community Advisers	
	Maintain good relationships in the community, especially with potential recruitment and referral sources.	Good working relationships are maintained.
4	REPORTING AND ACCOUNTABILITY	REPORTING AND ACCOUNTABILITY
	To be accountable to the Manager	<ol style="list-style-type: none"> 1. To complete all relevant accountability tracks including Volunteer Intake Checklist, Child Intake Checklist and supervision caselogs 2. To provide periodic written Match Reports as required by Manager 3. Assist Manager with data analysis and review when required 4. Assist Manager with relevant data for board reports.
	Undertake all activities in accordance and compliance with the Best Practice Guidelines, Contracts, Arrangements and Complaints Procedures of the Project, and the C.Y.W.C.'s Code of Ethics.	Adhere to guidelines.
	To seek approval from Trust Board for budget setting and any expenditure beyond a given amount.	Approval sought
6	HEALTH AND SAFETY	HEALTH AND SAFETY
	Take all practical steps to ensure personal safety and the safety of others (in particular – risk assessments for outings).	Safe work practices and equipment at all times. Appropriate risk assessment and managed carried out.
	Develop and maintain own peer support and ensure appropriate time is given to personal study and refreshment.	Appropriate, regular and helpful peer support maintained and adequate refreshment achieved.



	Ensure personal work environment is safe and safety equipment is used when required.	Work environment maintained in safe condition, free of any potential hazards. Safety equipment used.
	Understand and fulfill health and safety responsibilities under the Health and Safety in Employment Act 1992.	Health and safety responsibilities under the Health and Safety Act understood and fulfilled conscientiously at all times.
	Understand and fulfill statutory requirements as an employee to report hazards, incidents or accidents to supervisors.	All hazards, incidents or accidents (either observed or experienced) reported within the same working day.
7	GENERAL	GENERAL
	Undertake such other related tasks and duties, as may be requested by the Trust Board from time to time.	Other related tasks and duties, which may be required from time to time, undertaken co-operatively.
8	ADMINISTRATION	ADMINISTRATION
	Undertake some administrative tasks as required by the manager.	Tasks completed within deadlines as defined by manager.

5. Practical Exercise

An essential part of the recruitment process is to demonstrate the key competencies for each position. Please cut and paste the problems below and include your answers and submit as a document called Practical Exercise with your first and last name e.g. "Practical Exercise – Joe Bloggs". **Applicants that do not submit answers to the questions below are unlikely to be successful in demonstrating sufficient ability to operate in this position.** We anticipate you will spend approximately 20 minutes completing this exercise. We thank you for taking that time.

Be sure to answer the correct practical exercise for the position you are applying for. (Feel free to use bullet points or short sentences.)

Practical Exercise for the Mentoring Coordinator

A mentor contacts you and says the parent of the child they mentor has asked them to help pay for school uniform as they can't afford it

1. What are the issues you need to consider? (no more than 70 words)
2. In order to resolve this situation, what would you do next? (no more than 80 words)



6. Submitting Your Application

To apply for the position, please email your application to northcanterbury@bbbs.nz or if this is not possible you can post to:

The Manager
Big Brothers Big Sisters of North Canterbury
PO Box 780
Rangiora, Canterbury

Please attach three documents

1. Your cover letter
2. Your curriculum vitae
3. Your practical exercise as detailed above.

Your curriculum vitae should include evidence or example of your ability to meet the key competencies as well as answers to the scenario questions above. This is a big ask but give it a go. Please address your cover letter to Ellie Le Gros explaining **why** you are interested in this position. Try and forget everything the so called experts tell you to do when applying for job. Instead show us your true colours.

Queries to northcanterbury@bbbs.nz in the first instance or 03) 3107004/ 027 271 3405

Applications close 5pm Friday 26th July, 2019

We intend to conduct interviews within 1 week of our closing date.
Thank you for your interest and we look forward to hearing from you.

Regards

Ellie Le Gros
Big Brothers Big Sisters Manager

Malcolm Garvin
Big Brothers Big Sisters Board Chair
