

Job Description

Position **Mentoring Coordinator/Kairuruku**

Reports to Programme Director

Purpose of Position

- To recruit, screen and train volunteer mentors and match them with young people needing additional adult support (Mentees).
- To provide casework services to Mentors, Mentees, and families of Mentees through matching, supervising/maintaining matches, advocacy and liaison with external agencies.
- To actively build networks, partnerships and profile of the programme.

Position Requirements

Key Accountabilities

1) Child and young person safety

- a) Take an active role in ensuring that the organisation has a culture of child protection that is open and accountable; understand the needs of tamariki (children) and rangatahi (young people) and make their safety and security paramount.
- b) Work in partnership with other agencies to ensure the wellbeing and safety of our tamariki and rangatahi.

2) Provide casework and related services to youth applications and mentees by:

- a) Receiving applications from those referred to the programme; processing the applications; maintaining the waiting list and liaising with youth and their families who are on the waiting list.
- b) Orienting youth and their families to the services provided by the agency.
- c) Assessing the needs of each young person and provide information to families outlining sources of further support and advocate on behalf of families with needs which cannot be met by BBBS to other social service agencies.
- d) Matching the youth with suitable mentors. Providing supervision and monitoring the matches to ensure that agency standards are met.
- e) Supporting parents/caregivers of the young person as deemed appropriate and necessary and acting as a liaison between the young person, caregivers and social agencies, schools and community services.
- f) Documenting all relevant case activities outlined above and maintaining records and files of same.
- g) Keeping mentees and parents/caregivers informed of on-going agency programmes and services as appropriate.

3) Provide casework and related services to mentor applicants and mentors by:

- a) Taking an active role in recruiting and raising the profile of the BBBS programme in order to recruit more mentors for the programme.
- b) Receiving applications from prospective mentors; undertaking applicant screening processes; evaluating the suitability of the applicant; collecting and preparing a social history through interviewing and where necessary home visiting
- c) Orienting the mentor to the services provided by the agency
- d) Matching mentors with suitable young people (mentees), providing ongoing supervision/monitoring of matches and ensuring agency standards are being met.

- e) Supporting mentors as deemed appropriate and necessary.
- f) Acting as a liaison between mentees, parent/caregivers, mentors and social agencies, schools and community services
- g) Documenting all relevant case activities and maintaining records and files of same.
- h) Keeping mentors informed of ongoing agency programmes and services as appropriate.

4) Cultural Competency

- a) Follow processes and procedures that strengthen and support service delivery
- b) Work and respond in a manner that acknowledges and respects individuals cultural base, beliefs, attitudes and customs
- c) Actively foster and maintain cultural identity as a cornerstone to positive youth development
- d) Contribute to Māori development that upholds and honours Te Tiriti o Waitangi principles
- e) Lead by example
- f) Actively participate in activities in line with the desired culture
- g) Positively represent the image of BBBS at all times

5) Participate in agency activities when required such as:

- a) Information sessions
- b) Mentor orientations
- c) Recruitment
- d) Facilitating mentor training
- e) Planning and implementation of group activities (mentor/mentee events)
- f) Being a first point of contact for people wanting to refer to, or to gain/exchange information relating to the Big Brothers Big Sisters of Nelson-Tasman programmes.

6) Participate in staff training and professional development activities by:

- a) Taking advantage of opportunities for professional development and personal growth where feasible, both self-initiated and when directed and supported by the Programme Director and/or Board of Directors.

7) Carries out other duties as assigned by the Programme Director.

Person Specification

Experience and Skills

Essential

- Excellent inter-personal skills and a proven ability to develop a good rapport with children, young people, their parents and families, mentors and community agencies
- Excellent administrative skills
- Proven experience and ability to use sound judgement
- Networking ability within the region
- Computer literate in Microsoft products
- Experience in co-coordinating, training, motivating and supervision of volunteers.
- A full driver's licence

Desirable

- Sound business acumen and people management experience an advantage
- A sound knowledge of other relevant services and programmes in the district
- A good understanding of Te Tiriti o Waitangi and a commitment to working with a bi-cultural approach
- Demonstrates in practice approaches that build positive Youth Development

Personal Attributes

- Proven ability to empathise with people
- Emotional maturity
- Sound judgment with confident decision making
- Flexibility in work practices
- Proven ability to be self-motivated and able to work with minimum supervision
- Proven and sound organisational and time management skills
- Team player showing commitment to working as part of a larger team

Work is performed under the supervision of the Programme Director. Judgement is required in: assessing the suitability of applicants as Mentors; determining the suitability of Mentor and Young Person for a match situation; assessing the progress of a match; maintaining confidentiality of client and volunteer files.

Qualifications

1. **Academic/professional** – A recognised tertiary qualification in Social Work, Youth Work, Health or Education fields
2. A full driver's license.
3. **Experience** – Experience in working with young people and their families, adults, training including skills in assessment, counselling and family intervention.
4. **Personal Qualities** – personal qualities should include empathy, emotional maturity, sound judgement and flexibility. Must be self-motivated and able to work with the minimum of supervision with sound organisational and time management skills, as well as having a commitment to working closely as part of a larger team.

Terms and Conditions

As outlined in the employment contract.