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**Job Description**

**Title:** Mentoring Support Worker

**Responsible to:** Befriending and Mentoring Services Manager, Volunteer Glasgow

**Location:** Brunswick House, 51 Wilson St Glasgow G1 1UZ

**Salary grade:** Volunteer Glasgow scale VGE (£18,874 - £20,429 pa)

**Hours:** 34 hours per week

**Purpose of the Post:**

You will have responsibility - in partnership with the Befriending and Mentoring Services Manager - for fulfilling the relevant elements of the Volunteer Glasgow Strategic Plan (2019-24):

* Working effectively with colleagues, volunteers, partners, and supporters to provide excellent services that enable people to volunteer specifically as befrienders and mentors, helping the city to “get it right for every child”.
* This post is a key element of Volunteer Glasgow’s intandem provision, delivered with Inspiring Scotland as part of the Scottish Government’s national intandem programme.

**Duties include:**

**Service Delivery and Development**

* Individually assess all young people aged 8-14 who have been referred for an intandem mentoring service.
* Liaise with referrers, referral agencies and families.
* Monitor ongoing mentoring matches and young people on the waiting list.
* Provide group based support for young people who are awaiting a mentor.
* Assist in the recruitment, selection, training and matching of volunteer mentors, and in their ongoing support.
* Maintain up to date records (both paper based and computer) re young people, volunteers, referrer contact etc.
* Engage in relevant meetings/networks/forums as designated by the Befriending and Mentoring Services Manager.
* Provide written reports and workplans as required.
* Participate in team meetings and from time to time in other Volunteer Glasgow groups/networks.

**Organisation Management and Accountability**

* Ensure risks assessments are completed for appropriate events and activities as per Volunteer Glasgow Policy and Procedures.
* Undertake such personal training as may be required to keep up-to-date and fulfil the professional requirements identified for this post.
* Be accountable to the Befriending and Mentoring Services Manager.

**Financial Management**

* Assist the Befriending and Mentoring Services Manager in the processing of volunteer expenses, invoices and petty cash claims.
* Explore fund raising activities in consultation with the Chief Executive, management team, Community Fundraising and Events Officer and Board of Directors.

**Other responsibilities**

* To undertake such other duties as required and which are appropriate to the grade and purpose of the post.

**Selection Criteria:**

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|  | Essential | Desirable |
| Experience: | Experience of direct work with children and young people aged 8-14 and their families, including those with higher support needs. | Recognised qualifications in childcare would be advantageous.  Team working.  Working in groups.  Participation in meetings/networks/forums.  Assisting in the provision of training.  Working with volunteers. |
| Knowledge: | Interviewing and Assessment Skills  Supporting/developing people skills  Planning and organisational skills  Knowledge of the key issues affecting young people today  Knowledge of the range of service provision for children and young people | Communication skills – on the phone; in person; at meetings; written.  Group-centred work skills.  Time management skills.  Training Co-facilitation skills.  Computer skills. |
| Personal  Qualities: | Ability to prioritise and work in a demanding environment.  Strong commitment to the organisation’s vision, mission and principles.  Emotional resilience. |  |