



March 2017

## JOB DESCRIPTION

TITLE:	Bank Family Mentor
ACCOUNTABLE TO:	Family Mentoring Manager
TEAM:	Family Mentoring

### Safeguarding

Save the Family requires all of its employees to abide by its policies on safeguarding and promoting the welfare of vulnerable children and adults. An Enhanced Disclosure and Barring Services (DBS) (Previously known as CRB) check is required with this post. As well as this position being subject to a satisfactory enhanced disclosure, this job offer will also be subject to a minimum of two satisfactory references.

### Values and Attitude

All Save the Family employees are expected to demonstrate the Charity's values by working positively as part of a team delivering vital high quality services to clients to create a culture where all are valued and encouraged. In return, Save the Family will offer you support, training and development and the best resources that we are able to provide to help you give your best in your work with us.

### Family Mentoring Approach

Save the Family provides a safe residential community for homeless and troubled families where safeguarding is paramount. We aim to keep families together and help them create a positive future through our unique Family Mentoring approach.

Family Mentoring means that as family role models we develop a relationship based on trust, appropriate challenge, guidance and empowerment with families, which enables them to identify and overcome barriers, become independent and reach their true potential.

Our approach to mentoring is both person and family-centred, demonstrating empathy, maturity and mutual respect, so that we can help individuals and whole families to develop resilience and a positive attitude towards education, social and life skills, relationships, health, work and essential routines. The methodology is based on showing by example and empowering the family to live as a cohesive unit.

At Save the Family, mentoring provides non-judgemental emotional support, guidance and a sense of continuity and stability, which may otherwise be missing in the lives of individuals. Through successful mentoring families develop essential social skills, recognise their own strengths and self-worth grow in confidence and overcome their difficulties.

### Job Purpose

To act as a mentor working alongside families to provide guidance and practical skills to enable them to overcome difficulties and barriers in order to achieve identified outcomes and reach their potential. To mentor parents to help them give their children the best possible start in life and lay



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the foundation for a fulfilling future. To work closely with other agencies as part of a team around the family approach.

### **Principal Accountabilities**

1. Provide mentoring to individuals and families to develop their self-esteem and potential. Through mentoring, help families explore the world around them positively and open up access to new experiences, opportunities and perspectives as well as helping them to develop new life skills.
2. Work alongside parents to empower and enable them to overcome identified barriers to progress and achieve better outcomes for themselves and their children.
3. Guide parents to help them develop parenting skills, life skills, homemaking and other skills as identified through a mentoring plan.
4. Ensure mentoring is linked with specialist support provided by other agencies as part of a team around the family approach.
5. Identify ways for parents to build self-confidence, including encouraging participation in learning and other activities.
6. Engage and mentor resident families with enterprise activities on site (e.g. in the workshop, craft room), encouraging them to explore their own wants and needs.
7. Work directly with individuals involved in enterprise activities, supporting them to expand on their skills, develop their confidence, increase self-esteem.
8. Develop residents' understanding of their role in the community and how they can play a positive and active role.
9. Support the delivery of a range of services for families including group work, family learning, activity events etc.
10. Maintain clear and accurate records of work undertaken and outcomes achieved.
11. Where possible in your capacity of Bank Family Mentor, evaluate outcomes achieved, in line with project requirements.
12. Identify, record and develop effective communication to cascade any known risks or concerns to relevant colleagues and other external agencies, to maintain and ensure a safe working environment.
13. Communicate any Safeguarding issues to the responsible officer in accordance with the established procedure.
14. Network and signpost families to relevant external agencies and voluntary bodies in accordance with their needs.



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15. Drive children (and passenger assistants) to school/nursery, including other appointments, as necessary, using Save the Family vehicles. Duties include preparing and maintaining vehicles to ensure their cleanliness and safety, in line with service requirements.

### **General requirements**

- Ensure that all responsibilities are undertaken in an effective and appropriate manner which meet the requirements of Save the Family in accordance with the Code of Conduct for Employees
- Seek to continuously improve in order that the Charity delivers the best possible service to residents
- Participate in regular internal/external meetings as well as in any training required
- Participate in regular supervisions and annual appraisal
- Ensure that all Save the Family's Policies and Procedures are adhered to at all times
- Work in accordance with Save the Family's culture, values, aims and objectives
- Act as a positive ambassador for the Charity at all times
- Positively contribute to the Save the Family team working environment, taking ownership of issues and supporting colleagues where appropriate
- When required, attend Save the Family Events in support of raising the profile and much needed funds.
- Undertake any other duties that may be required from time to time
- Appreciate that there may be a requirement to lone work, due to the nature of the service
- When required, attend Save the Family Events in support of raising the profile and much needed funds
- This appointment is subject to the receipt of a satisfactory Enhanced Disclosure and Barring Service check and references.

NB: This Job Description forms part of the Contract of Employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management's discretion in the future. As a general term of employment, the Charity may affect any necessary change in job content, or may require the post holder to undertake other duties, at any location in the Charity's service, provided that such changes are appropriate to the employee's remuneration and status.

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**PERSON SPECIFICATION**

<b>Post: Bank Family Mentor</b>		
<b>CRITERIA</b>	<b>ESSENTIAL / DESIRABLE</b>	<b>METHOD of IDENTIFICATION</b>
<b>Qualifications:</b>		
A good standard of education (i.e. GCSE A-C in English and Maths or equivalent)	Essential	Application Form
Safeguarding training	Desirable	Application Form
Mentoring training	Desirable	Application Form
<b>Proven Experience:</b>		
Experience of working within a mentoring role, ideally in a families setting	Essential	Application Form
Experience of dealing with 'at risk' adults and children on a one to one mentoring basis, with backgrounds including: -Domestic Violence -Abuse -Mental health issues -Drug and alcohol abuse -Debt -Parenting issues.	Essential	Application Form
Experience of applying safeguarding procedures and practices	Essential	Application Form/Interview
Working knowledge of Health and Safety Practice	Desirable	Application Form/Interview
Experience of planning and structuring mentoring activities using own initiative	Desirable	Application Form/Interview
Previous experience working in a role within a project that is outcome driven	Desirable	Application Form/Interview
<b>Knowledge, skills and abilities:</b>		
Good communication skills at all levels	Essential	Interview

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Compassionate, sympathetic person	Essential	Interview
Good organisational skills	Essential	Application Form
Demonstrate empathy, communication, listening and interpersonal skills when working with vulnerable adults and children	Essential	Interview
Demonstrate a positive attitude in working with challenging adults and children	Essential	Interview
The ability to respect and relate to vulnerable adults who may not share the same lifestyle and values	Essential	Interview
The ability to identify, use, understand and manage emotions in a positive way to communicate effectively, empathize with others, overcome challenges and defuse conflict (Emotional intelligence)	Essential	Interview
Be respectful of the mentee's right to self-determination and independence, challenging only when deemed appropriate	Essential	Interview
The ability to develop relationships based on trust	Essential	Interview
The ability to empower individuals	Essential	Interview
Excellent mentoring skills	Essential	Interview
Ability to recognise personal barriers to progress and use mentoring to work with others to overcome them	Essential	Interview
Able to monitor work outcomes to ensure targets are met	Essential	Interview
Able to work productively with other agencies through established structures such as TAF	Essential	Interview
The ability to lead, take part in and /or use practical enterprise activities to	Essential	Interview

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engage and empower residents		
The ability to help embed aspirations, self-worth and positive life choices through positive engagement in enterprise.	Essential	Interview
<b>Other Attributes:</b>		
Ability to work as part of a team or as a lone worker	Essential	Application Form/Interview
Confidential, tactful and diplomatic	Essential	Interview
Polite, cheerful and helpful attitude	Essential	Interview
Flexible, can do approach to problem solving	Essential	Interview
Full driving Licence	Essential	Application Form/Interview
Business use on insurance or willing to purchase if appointed	Desirable	Application Form/Interview
Willing to use own vehicle	Desirable	Application Form/Interview