



JOB DESCRIPTION

Job Title:	Performance and Improvements Officer
Accountable To:	Mentoring Operations Manager

Safeguarding

Save the Family requires all 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) (check with Adult and Children's barred list checks) is required for this post.

Values

All Save the Family team members are required to work in the spirit of the Charity's CREATE values. This means working positively as part of a team and demonstrating compassion, respect, empowerment, aspiration, trust and excellence in everything you do. 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.

Mentoring

Save the Family's mission is to provide 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 family members, 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.

All our team members are expected to work in support of our Mentoring mission, in terms of both **what** they do to help the families and **how** they do it.

Job Purpose

Support the Family Mentoring Team Leader with the effective operational delivery of the charity's family mentoring service, ensuring that it is delivered within the spirit of Save the Family's mission and core values. Co-ordinate service delivery so that identified aims are met and empower and develop Family Friends and Site Officers so they deliver the best possible service whilst always adhering to agreed policies and procedures.



Principal Accountabilities

1. Maintain the rota system for the Mentoring team to ensure correct levels of resource are in place.
2. Assist with the development of outcome measurements frameworks for the mentoring service. Ensure that data is recorded and collated so that it evidences delivery of service standards, and outcomes for families. Work with the Team Leader and Operations Manager to identify service improvements, informed by outcome data.
3. Continuously improve systems and processes for the Mentoring service, to support and enhance its efficient delivery.
4. Develop and manage the residents 'welcome area' ensuring that a responsive service is provided in accordance with the charity's core values. Provide a range of useful online and paper-based information for the benefit of residents.
5. Coordinate the organisations referrals process, ensuring that a thorough and timely process is delivered, and contributing to the smooth transition between site management and mentor teams. Regular reporting on outcomes will be required.
6. Work alongside Mentors to plan and organise a programme of activities for adult residents, including life skills, literacy and numeracy, crafts, sports, and other provisions according to their needs and preferences.
7. Plan and organise administration tasks including taking meeting minutes.
8. Contribute to the staff induction process via an introduction to systems and processes.
9. Develop the data collection process to measure resident engagement. Supplying data for the different areas and strands of the charity.
10. Develop and continuously improve monitoring and evaluation tools and systems for assessing impact, evaluation and outcomes.

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
- Ensure that good communication and support mechanisms are in place for the team so that good practice can be shared, and any concerns overcome.
- 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
- 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.

I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.

Name (Please print): _____

Signed: _____

Date: _____



PERSON SPECIFICATION

Post: Senior Mentor		
CRITERIA	ESSENTIAL / DESIRABLE	METHOD of IDENTIFICATION
Qualifications:		
At least a Level 3 qualification in a relevant discipline	Desirable	Application Form
Mentoring qualification or training	Desirable	Application Form
Safeguarding Training	Desirable	Application Form
Management training	Desirable	Application Form
Proven Experience:		
Experience of working within a mentoring role, ideally in a families setting or social care environment	Essential	Application Form/Interview
Experience of developing and implementing mentoring approaches for vulnerable people	Essential	Application Form/Interview
Experience of monitoring and evaluating programmes.	Essential	Application Form/Interview
Experience of outcome/impact measurement.	Desirable	Application Form/Interview
Considerable partnership working experience	Desirable	
Experience of dealing with 'at risk' adults and children on a one to one basis, with backgrounds including: -Domestic Violence -Abuse -Mental health issues -Drug and alcohol abuse -Debt -Parenting issues.	Desirable	Application Form/Interview
Working knowledge of Health and Safety Practice		
Knowledge, skills and abilities:		
Demonstrate empathy, communication, listening and interpersonal skills when working with vulnerable adults and children	Essential	Interview



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Demonstrate a positive attitude in working with challenging adults and children	Essential	Interview
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
The ability to develop relationships based on trust	Essential	Interview
The ability to empower individuals	Essential	Interview
Good communication skills at all levels	Essential	Interview
Able to use own initiative to develop and improve systems and processes.	Essential	Interview
Excellent empathy with the needs of vulnerable families	Essential	Interview
Excellent communication skills	Essential	Application Form
Ability to recognise personal barriers to progress and work with others to overcome them	Essential	Application Form/Interview
Working knowledge of health & safety practices	Essential	Application Form/Interview
	Essential	Interview
Able to monitor work outcomes to ensure targets are met		
Understanding and adherence to Safeguarding and Child Protection protocols	Desirable	Interview
PC literacy and case recording skills	Essential	Interview
Fully conversant with Microsoft Office	Essential	Interview
Other Attributes:		
Ability to work as a team or lone work		Application Form/Interview



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Polite, cheerful and helpful attitude	Essential	Interview
Ability to communicate clearly and sensitively with parents, children and colleagues	Essential	Interview
Confidential, tactful and diplomatic	Essential	Interview
Flexible, can do approach to problem solving	Essential	Interview
Able to identify and work within Save the Family's values framework	Essential	Application Form/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