



JOB DESCRIPTION

Job Title:	Referrals Mentor
Accountable To:	Mentoring Operations Manager

About Save the Family

Save the Family is a charity based in Cheshire. We provide a safe community environment combined with tailored mentoring to homeless and vulnerable families. The help offered includes access to training, employment support and issue led support enabling families to get back on their feet and move forward with confidence.

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

The success of Save the Family has spanned over 40 years. We value our people and take great pride in our core values that are embedded through everything we do to **CREATE** a positive future.



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.

The Role

How you will make an impact

Mentoring

We 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.



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

We deliver our service by mentoring families, working in partnership with them to:

- Explore/Clarify the needs that have been identified with them during the referral process
- Develop a set of goals to meet those needs
- Offer support in the implementation of strategies to reach those goals

Mentoring adopts a guiding approach which respects the autonomy of individuals to make their own choices (within safeguarding limits). It promotes a shared understanding of possible barriers to change and empowers people to recognise their strengths and take control of situations in order to reach their goals. Our approach supports families to develop their own problem-solving skills which in turn helps them to develop resilience.

Mentoring is both person and family-centred and is heavily dependent on the ability to communicate with empathy and sensitivity using the skill of active listening.

Job Purpose

Support the Mentoring Operations Manager with the effective operational delivery of the charity's family mentoring referral service, ensuring that it is delivered within the spirit of Save the Family's mission and core values. Develop and co-ordinate the organisations referral process, ensuring the timely throughput of applications are processed and respond to the criteria of Save the Family. Schedule regular referrals meetings where you will take the lead in organising a structure that enables senior officers to review all referrals with a view to welcoming them to our service.

You will develop strong relationships with external agencies and partnerships to communicate our mission, values, and opportunities to them.

Principal Accountabilities

1. 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.
2. Plan and organise referrals meetings with the Safeguarding Team to ensure that further information can be obtained to aid the decision-making process for families referred in to Cotton Hall.
3. Liaise with the Facilities Team to ensure that properties at Cotton Hall are ready for families to move into.
4. Organise visits to our facility for prospective residents and referring agents.
5. Ensure systems are maintained and improved to provide accurate referrals information.



6. Plan and organise administration tasks including taking meeting minutes.
7. Contribute to the use of monitoring and evaluation tools and systems for assessing impact, evaluation, and outcomes.
8. Networking and hosting with external agencies to visit Cotton Hall to see the facilities that we have to offer to strengthen the referral network.
9. Inducting new families into Cotton Hall and providing them with a site tour to familiarise them with the facilities on offer and ensure a smooth transition from referrals mentor to Family mentor.
10. Preparing and providing reports for Families Sub Committee and board meetings to the Mentoring Operations Manager.

General requirements

- Carry out your role in an effective and appropriate manner which meets the requirements of Save the Family in accordance with the *culture, values, aims and objectives* of the charity as detailed in our policy framework and the Code of Conduct for Employees.
- Seek to continuously improve in order that the Charity delivers the best possible service to residents.
- *Positively contribute to the Save the Family team working environment* and participate in regular internal/external meetings as well as in any training required.
- *Act as a positive ambassador for the Charity at all times*
- 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.



Save the Family

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Name (Please print): _____

Signed: _____

Date: _____



PERSON SPECIFICATION

Post: Performance and Improvements Officer		
CRITERIA	ESSENTIAL / DESIRABLE	METHOD of IDENTIFICATION
<p>Qualifications:</p> <p>At least a Level 3 qualification in a relevant discipline</p> <p>Mentoring qualification or training</p> <p>Safeguarding Training</p> <p>Management training</p>	<p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>	<p>Application Form</p> <p>Application Form</p> <p>Application Form</p> <p>Application Form</p>
<p>Proven Experience:</p> <p>Experience of working within a mentoring role, ideally in a family's setting or social care environment</p> <p>Experience of monitoring and evaluating programmes.</p> <p>Experience of outcome/impact measurement.</p> <p>Considerable partnership working experience</p> <p>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.</p> <p>Working knowledge of Health and Safety Practice</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>Knowledge, skills and abilities:</p> <p>Demonstrate empathy, communication, listening and interpersonal skills when working with vulnerable adults and children</p>	<p>Essential</p>	<p>Interview</p>



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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	Desirable	Application Form/Interview
Able to monitor work outcomes to ensure targets are met	Essential	Interview
Understanding and adherence to Safeguarding and Child Protection protocols	Essential	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	Essential	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