



June 2022

## JOB DESCRIPTION

TITLE:	Family Mentor
ACCOUNTABLE TO:	Family Mentoring Team Leader
TEAM:	Family Mentoring

### 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 support offered includes access to training, employment support and issue led support empowering families to 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.



Compassion



Respect



Empowerment



Aspiration



Trust



Excellence

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

#### 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.



June 2022

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**

You will act as a mentor, working alongside families to provide guidance and support to enable them to address and overcome barriers to wellbeing to achieve identified outcomes and reach their potential. You will mentor parents to support them to give their children the best possible start in life and lay the foundation for a fulfilling future. You will work closely with other agencies as part of a multi-agency approach with families across the Continuum of Need.

### **Principal Accountabilities**

1. Provide mentoring to individuals and families to develop their self-esteem and potential. Through mentoring, support families to access new experiences, opportunities and perspectives as well as helping them to develop new life skills.
2. Using a strengths-based approach, 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, and other skills identified through a mentoring plan. Work closely with the 'Family Friend' team guiding them on the practical support they can provide to help families move forward positively.
4. Remain vigilant about safeguarding requirements at all times, ensuring any issues are addressed in accordance with the charity's procedures, with the guidance and involvement of the Safeguarding Manager.
5. Ensure mentoring is linked with specialist support provided by other agencies as part of a Team Around the Family approach. Work effectively with professionals from other agencies through TAF meetings, Child in Need reviews, Child Protection Conferences and Reviews, Core Groups, Care Planning meetings and other such networks. Take the lead on TAF meetings when required.
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. Support the delivery



June 2022

- of a range of services for families including group work, family learning, activity events etc.
7. Agree plans and measurable outcomes for families. Maintain clear and accurate records of work undertaken and outcomes achieved, reporting these in accordance with funders requirements.
  8. 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.
  9. Network and signpost families to relevant external agencies and voluntary bodies in accordance with their needs.
  10. Drive children (and passenger assistants) to school/nursery and other appointments as necessary using Save the Family vehicles. Ensure the cleanliness and safety of the vehicle in line with health and safety requirements.

### **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.

June 2022

**PERSON SPECIFICATION**

<b>Post: Family Mentor</b>		
<b>CRITERIA</b>	<b>ESSENTIAL / DESIRABLE</b>	<b>METHOD of IDENTIFICATION</b>
<p><b>Qualifications:</b></p> <p>A good standard of education (i.e. GCSE A-C in English and Maths or equivalent)</p> <p>Safeguarding training</p> <p>Mentoring training</p>	<p>Essential</p> <p>Desirable</p> <p>Desirable</p>	<p>CV &amp; covering letter</p> <p>CV &amp; covering letter</p> <p>CV &amp; covering letter</p>
<p><b>Proven Experience:</b></p> <p>Experience of working within a mentoring role, ideally in a family's setting</p> <p>Experience of dealing with 'at risk' adults and children on a one to one mentoring basis, with backgrounds including:</p> <ul style="list-style-type: none"> <li>-Domestic Abuse</li> <li>-Abuse</li> <li>-Mental health issues</li> <li>-Drug and alcohol abuse</li> <li>-Debt</li> <li>-Parenting issues.</li> </ul> <p>Experience of applying safeguarding procedures and practices</p> <p>Working knowledge of Health and Safety Practice</p> <p>Experience of planning and structuring mentoring activities using own initiative</p> <p>Previous experience working in a role within a project that is outcome driven</p> <p>Experience of working within the TAF (or a similar) framework</p> <p>Experience of using Motivational Interviewing techniques</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>	<p>CV &amp; covering letter</p> <p>CV &amp; covering letter</p> <p>CV &amp; covering letter /Interview</p>

June 2022

Full driving Licence	Essential	CV & covering letter /Interview
Willing to drive company vehicles	Essential	CV & covering letter /Interview
<b>Knowledge, skills and abilities:</b>		
Good communication skills at all levels	Essential	Interview
Compassionate, empathetic person	Essential	Interview
Good organisational skills	Essential	CV & covering letter
The ability to identify, use, understand and manage emotions using a strengths-based approach to communicate effectively	Essential	Interview
Be respectful of the mentee's right to self-determination and independence, challenging only when deemed appropriate	Essential	Interview
The ability to foster positive relationships based on trust and mutual respect	Essential	Interview
The ability to recognise personal barriers to progress and use mentoring to work with others to overcome them	Essential	Interview
The ability to monitor work outcomes to ensure targets are met	Essential	Interview
Experience of multi-agency working, being a constructive member of a multi-agency team as part of established structures such as TAF and Core Groups	Essential	Interview
The ability to lead, take part in and /or use practical enterprise activities to engage and empower residents	Essential	Interview
<b>Other Attributes:</b>		
Ability to work as part of a team or as a lone worker	Essential	CV & covering letter /Interview



June 2022

Resilient, tactful and diplomatic	Desirable	Interview
Flexible, can do approach to problem solving	Desirable	Interview
Willing to use own vehicle	Desirable	CV & covering letter /Interview
Business use on insurance	Desirable	CV & covering letter /Interview