



**JOB DESCRIPTION:** Mentoring Coordinator

**REPORTS TO:** Mentoring Team Leader

**LINE MANAGES:** Volunteers

### **PURPOSE:**

To enable a wide range of individuals affected by spinal cord injury (SCI) to boost their confidence and independence, build a supportive network, challenge perceptions of disability and transform their lives through delivering a volunteer-led peer mentoring service. Working in a way which promotes Back Up's values, mission and vision.

### **VALUES**

All roles at Back Up should reflect our core values:

**We embrace challenge**

Challenge is central to our learning and growth; it helps us gain knowledge and skills. By finding ways to overcome challenge and move forward we gain a sense of achievement, supporting us to realise our full potential.

**We have fun**

We believe that having fun allows us to connect with others, whilst opening up opportunities to develop, achieve and get the most out of life, showing that there is a positive future after spinal cord injury.

**We build inclusive communities**

We achieve more for people affected by spinal cord injury when we work together. We are collaborative and inclusive in our approach. We embrace diversity, working with and supporting individuals, groups, and the wider spinal cord injury community, bringing people together.

**We are ambitious for each other**

We are driven by the needs of people with a spinal cord injury and their families. We are passionate, striving to be the best. We set high standards, and we work hard to reach them. We are proactive, push boundaries, try new approaches and we learn quickly. We recognise that failure doesn't have to equal loss, rather an opportunity for growth. We listen to what people affected by spinal cord injury want and we seek innovative responses based on their feedback.

### **PRINCIPAL ROLES:**

#### Service delivery

- Promotion, delivery and development of the SCI mentoring service

#### Volunteer management

- Management of volunteers who deliver or support delivery of the service

## **SPECIFIC DUTIES:**

### Service delivery

- Dealing with referrals, gaining an understanding of people's needs and aspirations, preparing them for mentoring and matching them with mentors on the basis of need
- Support, supervision and facilitation of mentoring relationships to achieve agreed outcomes
- Ongoing development of the service to better meet needs of people affected by SCI and their family members
- Development of literature and other communications to promote mentoring to potential service users and other stakeholders
- Maintenance and development of relationships with key spinal cord injury centre staff and allied professionals to grow and sustain awareness of the service

### Volunteer management

- Appropriate recruitment and training of volunteer mentors and other volunteers who support service delivery
- Effective support and development of mentors including reflection, feedback, direction, quality standards
- Support and development of other volunteers involved in the mentoring service
- Regular communication with all volunteers keeping them engaged and enthused about Back Up

### Other duties and responsibilities

- Maintenance and development of quality standards of the service both internal and external
- Monitoring, measurement and evaluation of outcomes of the service
- Keep Back Up informed of the issues affecting the people you are supporting
- Help recruit new volunteers as needed to ensure a diverse team representing Back Up
- Achievement of aims, targets and milestones in line with the business plan
- Maintenance of accurate records of all contacts on the database
- Support with liaison with funders and other Back Up teams to ensure sustainability of the service
- Other duties as required by the Mentoring Team Leader

## **PERSON SPECIFICATION: Mentoring Coordinator**

### **Requirements - Essential**

- Experience of working to support vulnerable people to achieve goals/move forward in life
- Excellent interpersonal skills and ability to relate to people at all levels internally and externally
- Excellent written and verbal communication skills
- High standard of IT including experience of using databases and MS Office
- Self-starter; highly organised, able to drive own workload
- A creative and proactive approach to all areas of work with a 'can do' attitude, in line with the charity's values
- Commitment to delivering a high quality service
- Respect for confidentiality
- Strong team working orientation with a flexible and adaptable approach to work demands across the whole organisation, a real people person
- Great listener, warmth, empathy, respect for everybody. Able to be non-judgmental and focus on the individual and their needs
- Willing and able to travel and work occasional evenings and weekends including overnight stays
- GCSE Maths and English A-C or equivalent

### **Requirements – Highly desirable**

- Spinal cord injured person or family member
- Experience of working with and supporting volunteers
- Presentation skills and the ability to manage a group
- Proactive approach to own support needs, health & wellbeing
- An understanding of the needs of people adjusting to life with spinal cord injury