

JOB DESCRIPTION: Mentoring Team Lead (Grade 3)

REPORTS TO: Services Manager

LINE MANAGES: Mentoring Coordinator/s (up to four)

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, they will also support a small team through line management to deliver the same outcomes.

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

Line Management

Management of a small team of coordinators in delivery of the service.

SPECIFIC DUTIES:

Line Management

- Provide excellent line management support to the team within the postholders remit.
- Follow Back Up's performance management procedures to support staff to thrive and achieve in their roles.
- Identify and pursue development opportunities for self and staff to establish a culture of continuous improvement.

Service delivery

- Drive the delivery of the mentoring team business plan to empower the team to reach more people affected by spinal cord injury
- 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 of volunteer mentors 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 and of quality standards & support through mentor 'drop-in clinic' in conjunction with the mentor trainers.
- Support and development of other volunteers involved in the mentoring service
- Support of service users through the Back Up Lounge
- 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 internally and externally
- 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 Services Manager.

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
- Suitable to work safely and appropriately with children and vulnerable people
- Strong team working orientation with a flexible and adaptable approach to work demands across the whole organisation, a real people person
- Respect for others; able to work in a way that respects diversity and values equality
- 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
- Experience of working with people in trauma
- 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