



Job Description – Professional Mentor

Region: (As determined)

Area: (as Determined)

Reporting To: Mentoring Manager (Region)

Main Contacts: Creative Advisors, Prime Contractor staff, Job Centre Plus staff, Clients, external agencies and support organisations.

Main Purpose:

To provide mentoring support to a range of clients, including the provision of advice, guidance and support to enable progression to work through the identification and removal of barriers to employment. To identify, develop and implement alternative support mechanisms and referral systems for a range of client related services.

Main duties and responsibilities

- Act as a professional mentor to unemployed clients
- Mentor a caseload of clients individually to support, guide and inspire them
- Help clients to identify their barriers to work, action plan to remove these, to move the clients towards and into work.
- Refer clients to others where more help and support is required (such as skills for life needs, housing advice and counselling).
- Liaise with individuals and organisations, including staff from Jobcentre Plus, Prime Contractors, training providers, volunteers, local employers and support agencies.
- Work closely with a local coordinator and other professional mentors and volunteers across the region.
- Assist in the marketing and promotion of the mentoring scheme
- Manage paperwork and management information trails
- Produce management information
- Work across the designated areas, or in an area agreed with the mentoring manager. Your own transport is required. Travel expenses will be reimbursed.
- Armstrong Learning's head office is based in Manchester. This position would involve working on an outreach basis, attending team meetings, networking events and training sessions at various venues across the region and sometimes Manchester.

This job description is subject to regular review in accordance with changing organisational needs.



Person specification – Professional Mentor

Essential Skills

1. Proven skills in mentoring, advising, supporting or guidance work, in a formal setting.
2. Excellent organisational, administrative, planning and time management skills
3. Action planning and problem solving skills, within the context of removing barriers to work
4. Skills in working with or knowledge of the issues faced by long termed unemployed people, including those in receipt of incapacity benefits.
5. Commitment to promoting equal opportunities and diversity
6. Knowledge of or links with local support and advice agencies, networks
7. Excellent communication and listening skills
8. Ability to work independently and as a member of a team of professional and volunteer mentors
9. Flexible approach
10. Ability to keep confidentiality
11. IT skills competency in word processing, e-mail software, Internet. Use of our specialist database will be required, for which training will be given.
12. Own transport

Desirable

1. Understanding of the local labour market and skills in recruitment, jobsearch support
2. Skills in dealing with one or more of the following groups: people with disabilities and health conditions, including mental health issues; lone parents; clients with welfare rights issues including debt, housing; substance misuse; Black and Ethnic Minorities; ESOL customers
3. Knowledge of the benefits system
4. Other languages (especially all Asian languages, Italian, Eastern European languages, Spanish, Portuguese, Polish)
5. Qualifications in mentoring, advice work or similar, e.g. NVQ IAG level 3 or 4