



**We are proud of our excellent reputation in delivering mentoring to unemployed people across Cheshire and Warrington and the East of England areas. We are now expanding our team to help bring our vision to life in Halton.**

## **Mentoring Coordinator**

Macclesfield / East & South Cheshire (ref: MCCW5)

**Salary: £negotiable (Indicative salary range £17-22k full time)**

Part time (min 2 days 15 hours pw – 3 days 22.5 hours pw)

**East / South Cheshire based, travel required across Cheshire and Warrington**

- Can you be a key player in a successful, high quality mentoring service for unemployed people, based in the Cheshire and Warrington area?
- Can you manage a caseload of clients, with different and often complex needs?
- Do you understand the barriers which people face in getting back to work and can you help them move into, and stay in, work?
- Are you a fantastic team worker, able to fit in and share in the enthusiasm of a team of coordinators, professional mentors and volunteers?
- Can you inspire, motivate, guide and help people in a practical way?
- Do you have excellent communication skills, enabling you to build the strongest working relationships with Jobcentre Plus staff and other providers, to recruit clients and engage with other partners?

Armstrong learning are searching for an enthusiastic, committed and skilled mentor, advice worker, or trainer, to deliver information sessions, recruit and manage a caseload of mentoring clients on a confidential, one to one basis, working closely with Jobcentre Plus staff and other agencies.

**This position is subject to an enhanced CRB check.**

**We strive to be an equal opportunities employer and welcome applications from all.**

### **Hours of work**

Part / full time –2 –3 days per week (15-22.5 hours equivalent)

**The closing date is: 5pm ??**

**Please apply by enclosing your CV and producing a statement, which indicates**

- How your skills and knowledge address **each point of the person specification.**
- Please state your current availability and desired working patterns.
- Please give details of your current salary.
- Please give details of any notice period.
- Please return the completed Equal Opportunities monitoring form.

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**Mentoring Coordinator**  
Macclesfield/ East & South Cheshire  
Travel required across Cheshire and Warrington district (Ref MCCW5)



## **New Deal and Lone Parent Mentoring Background**

Armstrong Learning is a fast growing business that designs and delivers learning and mentoring in new and innovative ways. We deliver mentoring to unemployed people across Cheshire and Warrington and now Halton, together with the whole of the East of England region, as part of the New Deal provision, on behalf of Jobcentre Plus.

New Deal Mentoring offers one to one guidance, support and inspiration to people from a wide range of backgrounds. We help people to identify the barriers they have to getting into work, and we help them to break these down.

Lone Parent Mentoring offers the same support to lone parents who are not on New Deal.

Mentors work with people who need motivation, support, practical help or signposting, to address personal problems, health issues, housing difficulties, money problems and a host of other issues. Mentors will meet with customers, for up to an hour every fortnight, for up to six months.

Mentoring coordinators give information sessions to groups of people who are joining New Deal, and work with a caseload of clients who wish to access the service. This role will also involve close liaison with Jobcentre staff and other providers to market the provision effectively, ensuring including marketing to, recruiting and training volunteer mentors.

*We aim to move clients further towards their goals, to remove barriers to work, and to equip them with the skills, knowledge and motivation they need to move into employment.*

This post will involve working as part of our New Deal and Lone Parent Mentoring provision, however, there is also scope for working as part of our Pathways to Work Mentoring provision, with the same team, in the area.

## **Pathways to work – Cheshire and Warrington Background**

Pathways to work Mentoring has the same objective as New Deal Mentoring, to identify and remove barriers to work and move people forward into sustained work.

This client group is formed from people in receipt of Incapacity Benefit and Employment Support Allowance, who face common health conditions and disabilities such as musculo-skeletal, cardio-vascular and mental health conditions, as additional barriers to finding work.

## **Job Description –Mentoring Coordinator**

### **Main duties and responsibilities**

#### Recruitment of clients / marketing

- Provide weekly information presentations to groups of New Deal clients, telling them about the mentoring programme and what mentoring can do for them.
- Assist in the marketing and promotion of the mentoring scheme, helping to ensure the active recruitment of new clients to provision, building relationships with Jobcentre Plus staff and other providers

#### Mentoring

- See all new clients individually to identify their needs, working to remove barriers to work and to move them forward and into work.
- Creating an action plan through clients can be supported, guided or inspired and ensuring that correct procedures are followed to start clients on programme.
- Mentor a caseload of clients individually to support, guide and inspire them
- Refer clients to others where more help and support is required (such as specialist advice for health, housing, debt, domestic violence etc.).
- Liase with individuals and organisations, including staff from Jobcentre Plus, training providers, local networks, volunteers and local employers
- Day to day administration of the provision, including collating, completing, monitoring paperwork trails, following standard procedures for the production of necessary paperwork, filing and being in daily communication with the mentoring manager and Head Office.
- Managing your diary on a remote basis, to ensure a quality service is delivered to clients across your area. This position is currently based working from home with travel required across Cheshire and Warrington as directed by your line manager. Your own transport is required. Travel expenses will be reimbursed. Flexible approach to working across districts where required.
- Produce accurate and timely management information, for the successful running, monitoring and evaluation of the programme.
- Working with a team of professional and volunteer mentors, helping to recruit, train, supervise and support volunteers and enabling their matching with appropriate clients in some cases
- Contribute to the ongoing quality control of the programme, e.g. self assessment process, review of documentation, evaluation etc. and assist in the marketing and promotion of the mentoring scheme.

## Person Specification –Mentoring Coordinator

<b>Essential</b>
Proven skills in mentoring, tutoring, advice or guidance work, preferably in a formal setting
Excellent organisational, administrative, planning, diary and time management skills
Action planning and problem solving skills, within the context of removing barriers to work
Knowledge of support routes and agencies for people in need of specialist support e.g. debt, drug and alcohol misuse, housing, health support
Excellent communication and listening skills
Presentational skills
Skills in working with or knowledge of the issues faced by long term unemployed people
Ability to support mentees and volunteer mentors, with patience and professionalism
Knowledge of formal mentoring procedures and good practice
Ability to work as a member of a team and manage own diary and caseload, working from home
Commitment to promoting equal opportunities and diversity
Flexible approach
Ability to keep confidentiality
IT skills competency sufficient for using IT and internet independently, from home and on an outreach basis, in word processing, e-mail software, Internet. Use of our specialist database will be required, for which training will be given.
Own transport
Qualifications in mentoring, advice work or similar e.g. NVQ IAG level 3 / 4 ; teaching certificate, or be working towards, or committed to working towards a suitable qualification.
<b>Desirable – Mentoring coordinator</b>
Knowledge of employability skills and training and the ability to deliver job focused mentoring advice as part of employability programmes
Knowledge of New Deal and / or benefits and support provided by Jobcentre Plus.
Knowledge of recruitment / links with employers
Skills in dealing with one or more of the following groups: people with disabilities; refugees; Black and Ethnic Minorities; ESOL customers; lone parents; mental health; welfare rights including debt, housing; substance misuse
Other languages (especially Eastern European languages, Spanish, Portuguese)
Knowledge of volunteer sector and / or skills in supervising volunteers or appropriate similar work
Skills in recruiting, managing or training volunteers
Skills in developing and delivering employability training, motivational training and personal development training.