

Volunteer Type:	Mentor – CGL3319
Project Name:	Norfolk Mentoring
Base:	Community Based

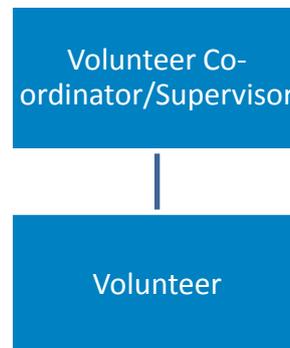
1. Main purpose of the role

- To build a goal focused relationship with a service user; aiming to support them to achieve measurable outcomes
- To motivate the service user to achieve their potential in any identified area or areas that need improvement
- To influence the development of specific skill sets to support them to achieve identified goals.
- To influence the client's development as a person and their approach to other aspects of their life

2. Reporting and working relationships

Reporting relationships:

The role will report directly to the Volunteer Co-ordinator/Supervisor



Working relationships:

This role is vital to the development and continuity of the service, necessitating a flexible attitude to multi-agency working.



3 Role-specific responsibilities

3.1	Meet with service users, as directed by the project, (with project staff and or/any referring agency)
3.2	Create a positive relationship between themselves and the service user
3.3	Contribute to the development and implementation of the service user's personal action plan (with project staff/service user and referring agency)
3.4	Assist and advise the service user in developing skills and appropriate attitudes that will assist them in achieving the goals in their personal action plan
3.5	Encourage and motivate the service user to: make positive changes and encourage their personal development (In liaison with the project, the referring agency and the service user concerned)
3.6	Encourage service users to make positive use of local resources
3.7	Maintain principles of confidentiality, especially in relation to the service user, the project and any referring agency
3.8	Operate at all times within the Health and Safety, Safeguarding and Equal Opportunities policies of Change Grow Live and any relevant referring agency
3.9	Complete all paperwork and attend supervision meetings as directed by the project
3.10	Attend service user and review meetings as required
3.11	Willingness to attend additional training

4 Change Grow Live's commitment to you

Change Grow Live works within the following framework and requires all employees and volunteers to do the same.

4.1	<p><u>Equal Opportunities</u></p> <p>Change Grow Live are committed to creating an inclusive environment, which celebrates difference and allows our staff, volunteers and service users to flourish. Change Grow Live are committed to promoting and ensuring anti discriminatory practices through our organisational values, policies and procedures, which we expect all staff and volunteers to promote and adhere to. Change Grow Live expect all staff & volunteers to challenge prejudice and discrimination, to support with this we offer robust supervision alongside training and development opportunities to continually improve equality, diversity and inclusion practises.</p>
4.2	<p><u>Vision</u></p> <p>Change Grow Live enables people to make the positive changes necessary to lead independent and purposeful lives and create safer, healthier communities.</p>
4.3	<p><u>Training and Development</u></p> <p>As part of the selection and recruitment process individuals are required to undertake mandatory training modules to enable them to carry out the roles as described above.</p> <p>Mandatory training modules for this role are:</p> <ul style="list-style-type: none"> - Core Volunteering Skills - Mentoring - Safeguarding <p>And includes training on the following subjects before commencing in post:</p> <ul style="list-style-type: none"> - Organisational Induction - Boundaries - Confidentiality - Communication - Equality, Diversity and Inclusion EDI] - Data Protection - Safeguarding - Health and Safety - Roles and Responsibility

	<p>Learning achieved through completing this training can accredited through Certa. Prospective volunteers will be able to discuss accreditation with their project manager.</p> <p>Training will also assess a volunteer’s suitability for working on their own and how/whether they can inspire confidence and trust in a client.</p> <p>Volunteers will be provided with project specific training/workshops and any other training that is relevant to their volunteer role.</p> <p>Ongoing training and support is provided regularly to volunteer mentors to provide opportunities for development.</p>
4.4	<p><u>Safeguarding</u></p> <p>Change Grow Live are committed to ensuring the safeguarding and wellbeing of children and adults at risk, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.</p>
<p>5 Your commitment to Change Grow Live</p>	
5.1	<p><u>Vision and Values</u></p> <p>Promoting and understanding the values and vision of Change Grow Live to understand what it means to you in your respective role, to your team and to service delivery.</p>
5.2	<p><u>Children and adults at risk</u></p> <p>Demonstrating an understanding of and commitment to best safeguarding practice, making awareness of documentation and referral pathways at your service a priority and taking immediate and appropriate action as necessary.</p>
5.3	<p><u>Boundaries and behaviours</u></p> <p>Observing professional integrity in relationships with service users, peers and other relevant professionals.</p>
5.4	<p><u>Health & Safety</u></p>

	Being responsible for your health and safety and that of colleagues and service users. Volunteers should co-operate with management and follow established systems of work.
5.5	<p><u>Equality, Diversity and Inclusion</u></p> <p>Being committed to helping to build an organisation that respects and values the diversity of all staff and volunteers, making our services accessible and inclusive, regardless of an individual's protected characteristic (age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion or belief, sex and sexual orientation) recovery status or offending background.</p>
5.6	<p><u>Confidentiality</u></p> <p>Treating all information acquired through the course of your volunteering as confidential and complying with all the appropriate policies, legislation, systems and procedures.</p>
5.7	<p><u>Information Governance</u></p> <p>Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.</p>
5.8	<p><u>Continuous Professional and Personal Development</u></p> <p>Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.</p>

The above is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of Change Grow Live . Any change will be made after a proper period of consultation.

This post is subject to a Disclosure and Barring Service check at an enhanced level.
(Applies to all roles where regulated activity is undertaken.)

Volunteers will need to work flexibly across operational sites as required and to work flexibly within an agreed number of hours to maintain the most appropriate level of service provision. This may involve evening, weekend and bank holiday working.

We expect our volunteers to be at the heart of everything we do:

Focus – we focus on the service user as a way to achieve positive change for the individual and community at large.

Empowerment – allows service users and employees to reach their full potential and achieve their ambitions.

Social justice – a shared commitment as individuals and as an organisation.

Respect – for each person we engage, without reservation or judgement.

Passion – being driven by innovation and determination – to bring about the safest, healthiest outcomes for individuals and communities.

Vocation – means our work is more than just a job.

Person specification

Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E).

Please note - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.

1	Education, knowledge and experience	
1.1	Non-judgmental attitude and experience of working with service users	E
1.2	Knowledge of ways to establish relationships of trust whilst maintaining boundaries	E
1.3	Understanding of the issues and willingness to work with the client group	E
1.4	Understand the importance of record keeping	E
1.5	Knowledge and understanding of confidentiality	E
1.6	Knowledge of safeguarding	E
1.7	Clear understanding of boundaries	E
1.8	Knowledge of the local area and support services available	D

1.9	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills and to contribute to and where relevant oversee the learning of others.	D
2	Abilities and skills	
2.1	Enthusiastic about service user involvement	E
2.2	Confidence and ability to deal with difficult situations	E
2.3	Effective Listener	E
2.4	Excellent written and oral communication skills	E
2.5	Appropriate non-verbal communication	E
2.6	Able to support service users with form filling and making difficult phone calls	E
2.7	Proficiency in IT including Microsoft Word and Excel	D
2.8	Willingness to attend induction training and ongoing development training	E
2.9	Willingness to attend regular supervision and undertake work related accreditation	E
3	Working within Change Grow Live's framework of commitments to employees & volunteers	
3.1	A commitment to engaging with, understanding and promoting Change Grow Live's values and vision.	E
3.2	An understanding of and commitment to safeguarding best practice.	E
3.3	An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.	E
3.4	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. peers, employees and service users).	E
3.5	An understanding of and commitment to Equality, Diversity and Inclusion best practice with a particular focus on engagement with hard to reach and marginalised service users.	E

3.6	An understanding of and commitment to treating all information acquired through the course of your volunteering as confidential, both during and after placement ends.	E
3.7	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E
3.8	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills and to contribute to and where relevant oversee the learning of others.	E
3.9	Declaration of Criminal Record	E

Recruitment Process

	<p>The recruitment process for this role is as follows:</p> <ul style="list-style-type: none"> - Application - Short listing - 1st Interview - Training - Pre Commandment Discussion - Satisfactory DBS disclosure - Satisfactory references - ID Card Issued 	
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	<i>Version number</i>	<i>Date</i>	Initials	Initials	Year
	1.0	January	ME		2019