

JOB DESCRIPTION

POSITION:	Mentoring Programme Coordinator
SALARY:	£31,012 - £36,016 FTE (starting salary at the lower end of the scale; progression subject to role development and funding)
DURATION:	Permanent
HOURS:	Full time – 35 hours per week/ part time – 21 hours per week
REPORTING TO:	Head of Programmes
BASED AT:	3Space International House, 6 Canterbury Crescent, Brixton, SW9 7QD

About Hope for the Young

Hope for the Young removes the obstacles to young refugees and asylum-seekers' education and wellbeing through mentoring, advocacy, and financial support.

The Mentoring Programme supports young refugees and asylum-seekers aged 16-25 by matching them with trained volunteer mentors who provide weekly one-to-one support tailored to the young people's needs. Mentors can help with teaching English, enrolment advice, study skills, confidence and trust building, and can provide emotional and practical support that will help the young people access new services, adapt and settle into their communities.

The Grants and Advocacy Programme supports young people who, due to their immigration status, have no access to student finance or other financial support to enable them to go to college or university. We provide small grants to pay for tuition fees, living allowances and travel expenses, alongside tailored advocacy support to enable young refugees and asylum-seekers to access education in the UK.

About this role

We are recruiting both a full-time and part-time Mentoring Programme Coordinator to manage our high-quality Mentoring Programme that supports young people seeking safety in the UK to achieve goals tailored to their needs. The programme aims to help them access education, improve their English, increase independence skills, build confidence, access appropriate services, reduce isolation, and adapt to life in the UK.

We are looking for an outstanding candidate who is passionate about supporting young people seeking sanctuary to adapt to life in the UK and reach their full potential. You will have volunteer management experience and be enthusiastic about the impact they can have on those in need. You will also have a background in, or strong knowledge of, the needs and common challenges of young refugees and asylum seekers.

You will be responsible for building and maintaining strong partnerships with refugee support organisations, colleges and social services to maintain steady referrals to the programme. You will be required to assess young people's needs and carefully match them with mentors with the relevant skills and experience. You will simultaneously recruit, train and support volunteers to provide weekly one-to-one support to their mentees and carefully monitor the progress of each relationship. Further to this, you will be responsible for responding to safeguarding concerns and providing casework support for young people when issues arise that are beyond the remit or capacity of the mentor. You will also need to maintain strong professional boundaries.

You will also be required to evaluate and monitor the progress of your mentoring relationships, keeping databases up to date and maintaining accurate reporting. Due to the nature of the programme, flexibility will be key to success and you will be required to travel across London and attend meetings in the early evenings (you can take this time back according to our Time Off In Lieu Policy). We offer a flexible and hybrid working environment, however you will be expected to come to our office in Brixton for a minimum of 1 day per week (on a Wednesday, which is our office team day).

You will also be part of an out-of-hours safeguarding rota, approximately once every six weeks, with time given back in lieu.

You will be one of 8 members of staff working alongside a team of dedicated volunteers. Being part of a small team, you will get the opportunity to contribute ideas and help to shape Hope for the Young as we grow and support more young people than ever before.

Main duties and responsibilities

Volunteer Management and Support

1. To co-ordinate a team of volunteer mentors who will provide targeted practical, educational and emotional support to young refugees and asylum seekers on a weekly basis.
2. To ensure the volunteer mentors support young people to access services and develop skills which lead to increased levels of education and employment and support them in making choices which will help them improve their physical, psychological and social well-being.
3. To facilitate a shared culture of co-operation and joint learning.
4. To increase retention of volunteers by ensuring all mentors feel welcome, valued and part of Hope for the Young.
5. To ensure safeguarding and child protection processes are in place and adhered to at all times, as well as maintaining professional boundaries.
6. To keep mentors and mentees updated regularly with relevant events and opportunities to support their learning and personal development.

Recruitment, Training and Matching

7. To develop relationships with potential sources of volunteer mentors and post role descriptions on various platforms to expand the volunteer base.
8. To recruit a diverse range of volunteer mentors, including those with lived experience. This will include reviewing applications; interviewing candidates; taking up references; processing DBS checks; and inducting and training volunteer mentors into their role.
9. To deliver further training to volunteer mentors, with the support of external organisations, which will support them to deliver effective mentoring sessions to their mentees.

Outreach and Partnerships

10. To work with refugee community organisations and statutory agencies to create referral and access pathways into and out of the mentoring programme, and to promote the programme as widely as possible.
11. To ensure that partners are kept up to date with information about the mentoring programme and are supported to make referrals on an ongoing basis.
12. To report back to referral organisations to highlight progress achieved within the mentoring relationships, as well as any challenges.
13. To represent Hope for the Young at external networking meetings.

Youth Assessments and Support

14. To carry out thorough assessments of vulnerable young people referred to Hope for the Young, to understand their support needs in order to provide appropriate support.
15. To build a relationship of trust with the young people so that they can inform you of any problems arising within their mentoring sessions, and so that you can effectively track their progress.
16. To provide ad-hoc casework support to young people when issues arise that are beyond the remit or capacity of their mentor; signposting and referring on to other organisations for additional support when necessary.
17. To keep in contact with young people throughout their mentoring to ensure they are being supported effectively and are happy with their mentoring sessions.

Monitoring and Evaluation

18. To ensure Salesforce records are up to date and have accurate information, including updating case notes and safeguarding concerns in a timely manner.

19. To ensure mentors complete session reports after every meeting, and to carry out 3-week, 3-month and 6-month reviews with mentors and mentees.
20. To monitor and evaluate the service, including gathering and uploading data from evaluation forms and surveys.
21. To attend regular supervisory sessions with your line manager and produce verbal/written reports on the programme as appropriate.

Other Duties

22. To help organise and facilitate Hope for the Young's annual party and quarterly social events to celebrate young people's achievements and create a sense of community within Hope for the Young.
23. To process all expenses, invoices and receipts in line with financial management systems and adhere to budgets in line with funding requirements.
24. To act at all times in compliance with all policies and procedures of HftY, and ensure filing and storage systems are managed in line with GDPR.
25. To undertake training relevant to the job in order to keep up to date with issues relevant to providing a good service for refugee and asylum-seeking young people.
26. To undertake any other appropriate duties relevant to the post.

This job description will be reviewed on a regular basis to respond to any changing needs of the post.

Person Specification

We know some outstanding candidates won't meet every point below - if you meet most of the essential criteria and are enthusiastic about the role, we would still love to hear from you.

Skills and Experience	Essential / Desirable
Experience	
Experience of working with vulnerable young people, ideally refugees and sanctuary-seekers, to support their education and personal development	E
Excellent programme management, planning and coordination experience	E
Experience working in the education system and/or a youth-focused charity	D
Experience managing, supporting and retaining volunteers within community organisations	D
Experience delivering training and facilitating group workshops to develop the skills of others	D
Experience monitoring and evaluating programmes effectively, ensuring they consistently meet organisational requirements	D
Skills and Knowledge	
Ability to motivate, support and encourage volunteers to provide consistent support to vulnerable young people	E
Strong communication skills, with excellent written and spoken English and the ability to communicate with people from a wide range of backgrounds, from those with limited English to senior staff at referral organisations	E
Excellent IT skills, with confident use of Microsoft Office applications (Outlook, Excel, Word) or equivalent	E
Confident speaking to professionals and at external meetings to promote HftY's services	E
Highly competent at prioritising workloads, with strong organisational skills	E

Skills and Experience	Essential / Desirable
Good knowledge of the UK education and social welfare systems, and the barriers refugees and asylum-seekers face in accessing them	E
Good knowledge of safeguarding practices, with experience protecting the welfare of young people in your care	E
Knowledge and understanding of the issues young refugees face when arriving in the UK	E
Knowledge of refugee support organisations and potential referral partners	D
Personal Attributes	
Ability to work well both independently and as part of a team	E
Committed to Hope for the Young's mission, vision and values	E
Sound judgement, with the ability to remain calm and professional under pressure	E
Highly motivated, with the energy and determination to achieve great results	E

Benefits

- 25 days' annual leave (pro rata), excluding bank holidays, plus additional time off over the Christmas period
- Flexible/hybrid working arrangements
- Access to an Employee Assistance Programme (EAP) – a confidential counselling/support helpline
- Regular development opportunities to support professional development
- Quarterly wellbeing afternoons – group outings or activities to relax and unwind

Further Information

- You must have the right to work in the UK to apply for this job.
- You must adhere to Hope for the Young's Equal Opportunities Policy at all times.
- Your employment at Hope for the Young is subject to two satisfactory references and an Enhanced DBS check.
- There is a 3-month probation period for this role.

To Apply

We **welcome and encourage applications from people of all backgrounds, particularly those with lived experience of forced migration**. If you think you have the skills and experience to be our new Mentoring Programme Coordinator, we would love to hear from you.

We understand that AI can be a helpful tool when writing job applications. However, **our advice is to not over-rely on AI and ensure your application is a true reflection of you and your voice**. We can often tell when AI has been over-relied on and, in many cases, this is not giving applicants the best chance of success.

Here are all the details to apply:

- In the [application form](#), please demonstrate how you meet the person specification for this post and explain why you would like to work for Hope for the Young.
- Please also complete our equal opportunities form which will appear once you have submitted your application.
- The deadline to apply is **8am on Tuesday 25th August**
- Interviews will be held on 2nd, 3rd and 4th September