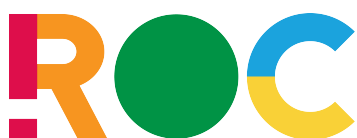


## Appendix 18 (T): Tele-Mentor Coordinator Position Description

<b>POSITION TITLE</b>	ROC Tele-Mentors Community Mentoring in partnership with COACH (ROC+COACH) Coordinator
<b>POSITION GRADE AND TYPE</b>	This is paid or volunteer position.
<b>REPORTS TO</b>	ROC HQ
<b>DATE REVISED</b>	1 <sup>st</sup> June 2020
<b>ORGANISATION OVERVIEW</b>	<b>[Enter details about your organisation]</b>
<b>POSITION SUMMARY</b>	<p>ROC Tele-Mentors – Community Mentoring programme aimed at supporting people going through tough times in our community.</p> <p>Through goal-focussed mentoring, we create space for people to explore their strengths, try new things and step towards a brighter future. The vision is to see people in tough places flourish.</p> <p>In accordance with the ROC+COACH Community Mentoring programme policies and procedures, the ROC Coordinator will be responsible in conjunction with the ROC Regional Development Manager, to oversee the training of potential Mentors.</p> <p>The ROC Coordinator will be responsible for assessing potential Mentor’s suitability, accepting referrals and conducting assessments for potential clients, matching Mentors and clients and providing ongoing support as to both Mentors and Clients as required.</p>
<b>POSITION RESPONSIBILITIES</b>	<p><b>1. ROC Tele-Mentors - Programme Orientation and Adherence to Policies &amp; Procedures.</b></p> <ul style="list-style-type: none"> <li>• Be orientated to the ROC+COACH Community Mentoring Policies and Procedures and ensure the implementation and ongoing facilitation of the programme is managed accordingly.</li> </ul>



## **2. Recruitment and Support of Mentors**

- Ensure all Mentors undergo all relevant welfare, referee and recruitment checks in accordance with the ROC+COACH Community Mentoring Policies and Procedures.
- Ensure all Mentors are provided timely supervision and support as they conduct their tasks relevant to their clients.
- Ensure all Mentors are familiar with their role and are conducting themselves in accordance with the ROC+COACH Conduct and Safety Policy.
- Ensure all Mentors complete monthly reports regarding the support they are providing to their clients.
- Facilitate regular support meetings with the Mentor team to reflect upon work practice and to build skills through further training opportunities.

## **3. Intake and Support to Clients**

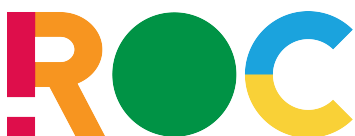
- Conduct assessments of possible Clients into the programme in accordance with the ROC+COACH Assessment Guidelines.
- Oversee the formulating of the ROC+COACH Support Agreement between the Client and the Mentor.
- Ensure all matches between clients and Mentors are carefully selected for the purpose of minimising risk and maximising positive relationships and outcomes.
- Conduct reviews of the Client / Mentor relationship and review the Support Agreement as outlined in the ROC+COACH Community Mentoring Policies and Procedures.
- Address any issues of concern that a client may have in regard to the relationship between them and their Mentor.
- Bring the client / Mentor relationship to a close in a timely manner in accordance with the Exit Letter model outlined in the ROC+COACH Policies and Procedures.

## **4. Administration**

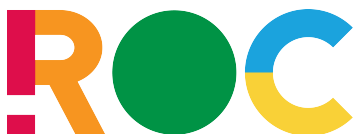
- Maintain appropriate recording of client support, including client files and databases.
- Ensure the security of all documentation and correspondence regarding Clients and Mentors is kept in files, that files are password protected /locked in a secure filing cabinet at the end of each day.



	<ul style="list-style-type: none"> <li>• Maintain accurate data, recording the outcomes of the support that is offered and feedback these outcomes as required into a National Data collection system.</li> <li>• Operate the ROC+COACH programme according to the conditions outlined in the ROC+COACH License.</li> <li>• Participate in Monthly feedback conference with the ROC Regional Development Manager in accordance with the agreed agenda.</li> </ul> <p><b>5. Networking</b></p> <ul style="list-style-type: none"> <li>• Establish and maintain links with external agencies in order to build positive partnerships and referral pathways into the ROC Tele-Mentors programme.</li> <li>• Connect with networks that assist to gain knowledge of resources within the local community that can enhance the local operation.</li> <li>• Participate in the local regional ROC+COACH Network as the programme develops.</li> <li>• Work within Values, Mission and Vision of ROC.</li> </ul>
<p><b>POSITION SELECTION CRITERIA</b></p>	<p><b><u>Essential Competencies</u></b></p> <ul style="list-style-type: none"> <li>• Well-developed interpersonal communication skills including the ability to handle challenging conversations</li> <li>• Capacity and commitment to adhere to boundaries of role</li> <li>• Capacity and commitment to engage people from diverse backgrounds (e.g. sexual orientation, race, faith) in a non-judgemental and respectful manner</li> <li>• Capacity and commitment to promote children’s safety and wellbeing at all times</li> <li>• Demonstrate a maturity that can convey a sense of security to a Participant and Mentor.</li> <li>• Insight into their own weaknesses &amp; honesty with self.</li> <li>• Capacity to personally reflect on how they are relating with others and how their communication may be interpreted by others.</li> </ul> <p><b><u>Desired Competencies</u></b></p> <ul style="list-style-type: none"> <li>• Ability to provide support under pressure, including problem solving</li> <li>• Ability and confidence to respond appropriately to participants with multiple and complex needs.</li> </ul>



	<ul style="list-style-type: none"> <li>• Demonstrates resilience and dedication</li> <li>• An ability to reflect on the way in which current and historical stressors/experiences may impact on coaching relationship</li> </ul> <p><b><u>Qualifications/Licenses</u></b></p> <ul style="list-style-type: none"> <li>• An enhanced DBS or Access NI (Northern Ireland) check is a mandatory requirement for this role.</li> <li>• ROC+COACH will take prior criminal allegations made against you, and/or convictions, into consideration when assessing suitability as relevant to an individual’s capacity to fulfil the inherent requirements of the role</li> <li>• Current Drivers Licence and comprehensive insurance</li> <li>• Successful completion of ROC+COACH Community Mentoring training.</li> <li>• Orientation to the ROC+COACH Community Mentoring Policies and Procedures.</li> <li>• Preferable risk management and Duty of Care understanding including, Child Protection matters.</li> <li>• Capacity to network and advocate effectively.</li> <li>• Capacity to provide support, training and leadership to a volunteer team.</li> <li>• Current driver’s license, clear police records and enhanced DBS Check.</li> <li>• Preferable experience and/or qualifications in the health, welfare or teaching fields.</li> <li>• Capacity to be flexible with working hours.</li> <li>• All applicants are required to be over 18 years of age</li> </ul>
<p><b>GENERAL CONDITIONS</b></p>	<p>All ROC+COACH staff and volunteers are required to:</p> <ul style="list-style-type: none"> <li>• Demonstrate and maintain connection to the local community.</li> <li>• Act at all times in accordance with the ROC+COACH Safety and Conduct Policy</li> <li>• Report all concerns relating to child safety and wellbeing to line management and Child Protection authorities</li> <li>• Undertake a police check (if required) prior to commencement of your role.</li> <li>• Support a child safe organisation by undertaking a rigorous screening interview for suitability to work with children, youth and vulnerable people and to comply with relevant legislative requirements</li> </ul>



	<ul style="list-style-type: none"><li>• Provide three reference checks</li><li>• Obtain an Enhanced DBS/Access NI check.</li><li>• Maintain confidentiality/adhere to ROC Data Protection Policy</li><li>• Comply with relevant ROC Safeguarding &amp; child protection policy.</li></ul>
--	---

