



JOB DESCRIPTION

Job Title	Mentoring & Education Team Leader
Working Hours	Full time 37.5 hours per week
Salary	£26,000 pa
Responsible to	Operations & Development Manager
Location	Switch Up Office at Meadows One Stop Shop

MAIN PURPOSE OF JOB

The Mentoring and Education Team Leader will be responsible for the provision of high quality mentoring services and education provision, which is inclusive and supports the wider social mission of the programme. Switch up uses personal development, education and mentoring combined with boxing where appropriate, to support young people in communities affected by crime and violence.

The role is focussed on leading a team of youth mentors, ensuring the model of interventions is delivered consistently and appropriately to young people from disadvantaged backgrounds. You will be part of the Switch Up management team contributing to the development of programmes, organising the delivery of services to people facing challenges in their lives, along with building and maintaining strong working relationships with a broad range of partner agencies. You will also hold your own caseload and will be our nominated safeguarding officer.

You will personally deliver Switch-Up's education provision, as well as liaising with partner education providers. Part of the development activities you will lead on will be the creation of our in-house education provision, which is a key part of our vision.

TASKS:

This list is a general list of duties and does not constitute a full list of tasks. Other tasks will additionally be allocated to this role as and when required.

Lead on the delivery of mentoring and education provision

- Overseeing the day to day management of Switch-up's mentoring service
- Developing the mentoring service ensuring statutory standards are met and services can be tailored to meet individual need and ensure young people gain the maximum benefit from Switch-Up services
- Provide one to one supervision as well as day to day line management of a team of mentors, ensuring agreed performance targets are met and skills gaps are filled
- Facilitate case conferences with mentors and young people and make appropriate referrals

- Being the main point of contact for safeguarding issues and supporting colleagues in Nottingham School of Boxing and Switch up with safeguarding concerns
- Deliver education and teaching provision to young people
- Undertake initial assessments and place mentees appropriately, gathering information from other agencies in order to assist in this process and overseeing the mentor/mentee relationship
- Ensure Personal Development Plans are in place for every young person and that regular reviews take place
- Coordinate team meetings and other activities to ensure a well motivated, well supported and positive staff group
- Foster reflective practice and maintain a good knowledge of the caseload of all staff, including your own caseload
- Work closely with the Coaching and Admin teams to ensure effective flow of information, good working relationships and a high standard of accuracy of recording data and information as required by Switch Up, commissioners and other agencies
- Lead on the introduction and implementation of the Onset System
- Ensure project monitoring is robust and provides clear impact measurement to demonstrate effectiveness to external stakeholders and others
- Project management

Ensure mentoring and education activities are aligned and connected to the wider social mission including:

- Promote multi-agency partnership working, ensuring a high quality of service delivery and promoting effective multi-agency risk management
- Work closely with external partners to ensure appropriate referrals and structured handovers
- Maintain a good level of knowledge of issues facing young people, developing the team to ensure adaptability
- Support mentees throughout their journey to a positive outcome
- Equip the mentoring team to deliver both one to one and group training sessions
- Horizon scanning for new opportunities within mentoring and education provision that may be suitable for Switch Up
- Work as part of the senior management team to develop a good knowledge of other services, projects and agencies suitable for our young people, including networking and attendance at external meetings
- Ensure agreed protocols on sharing of information, information security and sharing of risk information are followed
- Refer to, liaise with and monitor additional specialist support services such as teaching and counselling
- Work as part of the senior management team to ensure working practices comply with policies, procedures, contractual demands and other requirements
- Acting as a single point of contact for partners and external agencies in relation to mentoring and education provision

Any other duties

Any other duties which may reasonably fall within the remit of the post holder. This job description is not exclusive or exhaustive.

General responsibilities of all Switch Up employees (paid and voluntary)

- Always present Switch Up in a positive light both in and out of working hours
- Have a passion for working with young people and improving lives
- Actively participate in staff meetings, training sessions, supervision sessions and reviews, planning sessions and in Switch Up’s overall development
- Assist in general fund raising events, fundraising and promotion of the work of Switch Up
- Ensure all policies and procedures are followed including Health & Safety, Equal Opportunities and codes of conduct
- Comply with all relevant data protection legislation and any Switch Up policy regarding data protection relating to any employee, supplier, commissioner or partner agency in order to meet the requirements of the General Data Protection Regulation (GDPR)
- Works as a member of the Switch Up team, assisting in all projects when necessary, including the Nottingham School of Boxing
- Promote the safeguarding and welfare of children, young people and vulnerable adults in accordance with Switch Up’s safeguarding policy and procedures
- Take responsibility for your own and your teams’ professional development by identifying and undertaking learning and development opportunities
- Always act in a risk aware way and follow agreed systems of control

Personal Specification

<p>Personal Qualities</p>	<ul style="list-style-type: none"> ● Commitment to both Nottingham School of Boxing and Switch Up’s values and ethos ● A passion for making a difference to young people ● An ability to engage and influence young people ● A desire to engage young people in their wider development ● Good Communicator ● Pro-active and can demonstrate initiative and responsibility ● Team Player who enjoys working in a lively environment ● Able to commit to Social Justice and the mission, values and culture of the organisation ● Energetic and upbeat ● Calm and confident even when things go wrong 	
	<p>Essential</p>	<p>Desirable</p>
<p>Experience</p>	<p>A minimum of 5 years professional experience of working with young people in a range of activities and settings</p> <p>Experience of leading, managing, supporting and motivating a team</p> <p>Experience of developing and maintaining excellent relationships with partner organisations</p> <p>Experience of working in a multi-agency environment</p>	<p>Working with young people impacted by violence, trauma or tragedy</p> <p>Experience of working with projects which seek to address the issues or gang membership, knife crime, youth offending etc</p>

	<p>Experience of planning and delivering training</p> <p>Experience of working autonomously</p> <p>Experience of monitoring and evaluation systems to measure programme impact</p> <p>Project management</p> <p>Teaching experience including basic skills</p>	<p>Experience of developing processes, procedures and policies</p>
Knowledge	<p>A thorough knowledge and understanding of the physical, social and emotional development needs of young people</p> <p>An understanding of the issues facing young people in both inner city and rural areas</p> <p>Knowledge of youth justice and the needs of hard to reach, marginalized young people within society</p> <p>Excellent knowledge of and links to local support services for young people across Nottinghamshire</p> <p>A thorough understanding of best practice in case recording</p> <p>Strong knowledge of child protection and safeguarding issues and of current best practice with youth work and statutory sectors</p> <p>Knowledge of GDPR, data protection and confidentiality</p>	
Skills	<p>Excellent leadership skills to enable the team to have a clear sense of direction, feel motivated and have a clear understanding of how their roles contribute to and enhance the work of the service</p> <p>Able to provide high quality supervision, guidance and support to youth mentors, task allocation and setting priorities, personal development goal setting</p> <p>Accuracy of recording both data and case notes in a concise and accurate way and oversee cases using a case recording database</p> <p>Well developed communication skills and an ability to interact with both young people and adults on a one to one basis and in small groups, within a range of contexts</p> <p>Self motivated, flexible and committed to personal development</p>	<p>Ability to analyse and evaluate information and provide effective management oversight of high risk complex cases</p>

	<p>Effective time management skills, an ability to prioritise tasks and work flexibly to deadlines</p> <p>A commitment to and understanding of equal opportunities and diversity as they apply to all aspects of Switch Up’s work</p> <p>Ability to work as a member of a management team</p>	
Qualifications	<p>A full UK driving licence, with access to own transport and ability to travel to different venues in the community</p> <p>Teaching qualification to level 3</p>	A qualification in social work, youth work or similar discipline
DBS	An enhanced DBS check is required for this post	

Safeguarding – Switch Up puts safeguarding at the forefront of all its activities. All staff are expected to demonstrate their firm commitment to effective safeguarding practices and high professional standards around all safeguarding issues. An enhanced DBS check is required.

Equal Opportunities - Switch Up is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background. We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records.