

Position Description – Mentoring Coordinator

Reports to:	National Programs Manager
Hours:	Permanent Part-Time (3 days per week)
Remuneration:	\$35.84 p/h (SCHADS Award Pay Rate Level 4.3)

Organisational Summary:

Big Brothers Big Sisters exists to build stronger, resilient and vibrant communities by unlocking the potential of vulnerable young people through the power of mentoring.

We help young people believe in themselves – believe that anything is possible.

This is an exciting opportunity for a person with passion and drive, to make an impact working for a dynamic not-for-profit making a difference in the lives of vulnerable young people.

Big Brothers Big Sisters Australia provide employees, volunteers, young people and their family with an excellent organisational culture built on the values of empowerment, early intervention, respect, and commitment. Big Brothers Big Sisters Australia provides a place of work to develop all employees' potential in a safe environment that will support both personal and professional success.

Job Summary:

This position will focus on providing mentoring services to young people.

The job involves four key focus areas

- Delivery of Big Brothers Big Sisters mentoring programs
- Community Engagement
- Program Administration and Continuous Improvement
- Partner and Supporter Engagement

With support from the central support team, you will be responsible for:

- Recruitment, screening and training of adult volunteer mentors
- Recruitment and assessment of young people (mentees)
- Matching of mentors with mentees
- Support of the mentoring relationships for the duration of their involvement with Big Brothers Big Sisters

Required Skills and Experiences:

- Tertiary qualifications in Social Work or other related discipline.
- An understanding of the issues associated with assessing, supervising & supporting volunteers.
- Demonstrated ability to foster strong local partnerships and engage with local stakeholders.
- Well-developed IT skills including Microsoft office suite and database management.
- A self-starter with strong communication skills.
- Excellent interpersonal skills and written communication skills.
- Understanding of adolescent child development.
- Ability to facilitate meetings, workshops and training.
- Must have a current unrestricted drivers licence.

Duties and Responsibilities:**(i) Volunteer Mentors**

- To recruit volunteers from the local community.
- To conduct and / or ensure all required screening processes are followed diligently
- To ensure selection of volunteers is based on specific Program Guidelines.
- To supervise a caseload of volunteer mentors and provide them with ongoing support.
- To facilitate in the training of volunteers.
- To facilitate opportunities where volunteers can discuss their progress and share their experiences with Big Brothers Big Sisters.
- To ensure opportunities for continuous development are made available for mentors.
- To undertake disciplinary measures where necessary.
- To promote and facilitate a rewarding and valuable volunteer journey with Big Brothers Big Sisters (before, during and after their match.)

(ii) Young People

- To work with the community including schools, community services and families to facilitate the selection and support of young people referred to Big Brothers Big Sisters based on the objectives of the programs.
- To facilitate opportunities where young people and their guardians can discuss their progress and share their experiences with Big Brothers Big Sisters.
- To ensure the wellbeing of mentees via adherence to Big Brothers Big Sisters and departmental policies and procedures.

(iii) Match Support & Supervision

- To match selected young people with suitable volunteers.
- To supervise mentoring matches for their duration, providing support to the volunteers, young people, and where appropriate, their families, assessing, reviewing and evaluating the matches in accordance with set objectives.
- To ensure each mentoring match is appropriately celebrated.

(iv) Administration and Evaluation

- To be responsible for accurate collection and recording program information in the CRM.
- To collect and submit evaluation, statistical and reporting information and outcomes using Social Suite and other evaluation tools as required.
- To provide case studies and reports for partners and supporters as required.

(v) Community and Supporter Engagement

- To assist in the promotion of Big Brothers Big Sisters
- To engage and network with other community stakeholders
- To participate and assist in fundraising activities as part of the Big Brothers Big Sisters team
- To lead volunteer engagement, fundraising development strategies within the region
- Develop and maintain a positive relationship with the Big Brothers Big Sisters partners (including communities, organisations, schools) to design and implement responsive programs to meet their required needs, goals and objectives.

(vi) Other

- To ensure a culture of Continuous Improvement through the development of efficiency and productivity improvements and measures.
- To investigate and provide information on the opportunities that would see Big Brothers Big Sisters increase its scope of delivery.
- Encourage previous participants of Big Brothers Big Sisters become Alumni members of the Big Brothers Big Sisters Alumni program.

(vii) Live the Big Brothers Big Sisters Values

- Commitment to living and promoting the Big Brothers Big Sisters core values (values to be agreed together as a team.)

Key working relationships:

- Big Brothers Big Sisters National Programs Manager
- Big Brothers Big Sisters Team Leader
- Big Brothers Big Sisters employees
- Community organisations, school program coordinators and principals
- Volunteers
- Young people and their families
- Local business community

General Information

- All employees are required to adhere to Big Brothers Big Sisters policies during the course of their employment.
- Big Brothers Big Sisters work involves employees being in direct contact with children and young people. Employees are required to complete police and working with children checks, relevant to the state in which they will be employed.
- Big Brothers Big Sisters Australia endorses a family friendly and flexible work environment.
- Applicants to this position should have a current unrestricted Driver's Licence (probationary licence holders acceptable but should not transport clients.)