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| **Job Description** |
| **Post title** | Progression Mentor |
| **JE Reference No** | N11028 |
| **Grade** | Grade 5 |
| **Service** | Children and Young People’s Services |
| **Service Area** | Education and Skills; Progression and Learning |
| **Reporting to** | Progression Adviser |
| **Location** | Your normal place of work will be a locality in County Durham, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to an enhanced disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is notdesignated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The role of the Progression Mentor is to support Progression Advisors and Progression Workers to engage with and provide support to young people, to enable them to progress into and remain in education, employment or training, as part of their successful transition into adult life. The Progression Mentor will work under the direction of Progression Advisors and Progression Workers, providing flexible, responsive support to maximise the potential of young people.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* To assist Progression Advisors and Progression Workers to engage with and support young people who are Not in Education, Employment or Training (NEET) or at risk of becoming NEET, including young people who require additional support e.g. defined vulnerable group.
* To assist in the planning and delivery of creative approaches to engage with young people, including delivery of outreach activities in community based settings.
* To assist in the recruitment of young people who are NEET to programmes / activities that will assist their progression into Education, Employment or Training.
* To deliver specific activities to support young people’s participation in Education, Employment or Training, as directed by Progression Advisors and Progression Workers. This includes groupwork (e.g. Work Related Learning activities, job preparation workshops covering topics such as CV building, job search, completing job applications), travel training and youth engagement activities.
* To deliver positive mentoring support to identified groups of young people, as directed by Progression Advisors and Progression Workers.
* To provide practical support to enable young people to participate in activities that will assist their progression into Education, Employment or Training.
* To assist in the tracking of young people’s Education, Employment and Training destinations, in order to identify those who require support - in line with procedures and local area plans.
* To assist Progression Advisors and Progression Workers to engage with hard to reach young people through activities such as home visits, outreach engagement work etc.
* To accurately maintain and update client records using the Local Authority’s Client Caseload Information System (including all interventions, follow-ups and destinations), in order to contribute to accurate Management Information.
* To challenge the attitudes and aspirations of some young people who are NEET or are at risk of becoming NEET through engagement activities, in order to encourage them to develop new perspectives that will support their progression into Education, Employment or Training.
* To ascertain feedback from young people and their parents / carers, in order to review and improve Service delivery, including engaging young people in the co-production of activities.
* To work in the interests of young people through challenging stereotypes and promoting equal opportunities.
* To ensure effective safeguarding and child protection arrangements are followed, in line with the Durham Safeguarding Children Partnership and Durham County Council policy and guidelines.
* To work in line with Durham County Council policies and procedures.
* To meet own professional development needs by attending appropriate training courses and undertaking self-directed study, as identified through support and supervision, annual appraisal etc.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Level 2 qualification in a relevant subject.
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| Experience | * Experience of engaging with and providing support to young people and their parents / carers.
* Involvement in planning and delivering individual and group based activities to young people.
* Experience of providing information and advice to young people, their parents / carers and other individuals / groups within local communities.
* Involvement in obtaining feedback from young people, parents / carers and other individuals / groups within local communities, in order to evaluate and improve services.
* Experience of working with a range of partners and organisations.
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| Skills & Knowledge | * Good communication and interpersonal skills.
* Good organisational skills.
* Ability to prioritise and manage own workload.
* Ability to work to tight deadlines and respond to changing priorities.
* Ability to to work successfully as part of a team and provide assistance to colleagues.
* Ability to work autonomously and use own initiative appropriately.
* Ability to use ICT including Outlook and Microsoft Office.
* A person-centred, empathetic and non-judgemental approach to working with young people.
* An ability to engage with young people, utilising a variety of approaches including in person, social media etc.
* Ability to network and build relationships with young people, parents / carers, as well as other professionals.
* An interest in developing knowledge and understanding of the barriers to progression that some young people who are NEET experience.
* Ability to motivate and support young people.
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| Personal Qualities | * A friendly and supportive approach with a genuine interest in supporting young people to progress.
* Hold high aspirations for young people.
* Personal resilience.
* Commitment to high quality service delivery.
* Open to new ideas and ways of working to achieve team priorities.
* Willingness to work under direction and to use own initiative as appropriate.
* Interested in making active contributions to support the success of the team.
* Willingness to undertake ongoing professional development.
* Commitment to Equal Opportunities.
* Access to a car or means of mobility support (if driving, must hold a full current UK driving licence and appropriate insurance).
* Willingness to occasionally work unsocial hours as required, including evenings and weekends.
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