

Role Profile – Learning

Mentor/Coach

INFORMATION ABOUT THE ROLE:

Group	Children's Social Care and Lifelong Learning
Service	Education, Schools and Inclusion
Location	Civic Centre
Line Manager	Career and Employability Manager
Grade/SCP	Grade E - SCP 8-11

JOB PURPOSE:

- Plan, conduct, and record coaching and mentoring sessions with learners on both a one-to-one and small group basis. These sessions will be delivered in accordance with legal and ethical frameworks, including safeguarding and confidentiality protocols. The mentoring role is focused on supporting learners to re-engage or reintegrate into classroom learning, with the aim of boosting both achievement and attendance. This includes tailored interventions to address barriers to engagement and learning, helping learners build confidence, resilience, and motivation.

WHAT WE WANT YOU TO DO:

- Actively liaise with and make referrals to and from colleagues, professionals and/or organisations who can provide additional support to learners. This includes making appropriate Safeguarding referrals.
- Use a range of strategies to establish and maintain relationships, expectations and boundaries, planning the intervention and exit strategies.
- Use electronic and paper-based systems to accurately record interventions, make referrals, and monitor success.
- Provide ongoing and appropriate support to mentees, giving relevant information, advice and guidance and where required, referral to appropriate professional services.



- Keep up to date with the latest practices, policies and procedures through self-guided and service-led continuous professional development.
- Rigorously evaluate the mentoring and coaching process and its effectiveness in supporting learners to move to their next steps.
- To support the designated safeguarding lead by attending meetings for any identified learners.

WHAT YOU NEED TO BE SUCCESSFUL...THE ESSENTIALS:

THE KNOWLEDGE

- Issues that affect young people and adults that can be a barrier to learning and/or progression
- Equal opportunities, diversity and inclusion
- Services to support young people and adults in their lives
- Trauma informed practice Safeguarding

THE EXPERIENCE

- Outstanding communication skills
- Working on own initiative, prioritising workload
- Working in partnership with professionals in a supportive capacity
- Mentoring and coaching young people and adults in a social work or educational setting

THE SKILLS

- Excellent written and verbal communication
- The ability to build rapport and motivate others
- Empathetic and non-judgmental approach
- Ability to motivate and inspire confidence in others
- Organised, with good time management and record-keeping skills



OUR COMPETENCIES... HOW WE WANT YOU TO BE:

CUSTOMER FOCUSED

Puts the customer first and provides excellent service to both internal and external customers

GREAT AT COMMUNICATION

Uses accessible and inclusive methods to express and deliver accessible information in a clear and concise way to ensure our diverse workforce and communities understand

TEAM PLAYER

Works with others to achieve results and develop good working relationships

MAKE THINGS HAPPEN

Takes responsibility for personal organisation and achieving results

FLEXIBLE

Adapts to change and works effectively in a variety of situations

LEARN AND DEVELOP

Actively improves by developing and applying new skills and knowledge and learns from past experiences



