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**Mentor Coordinator (Oberstown Child Detention Campus)**

**Le Chéile Mentoring**

Le Chéile Mentoring works to make positive changes in the lives of young people who offend and their families, through the provision of Mentoring, Family Support and Restorative Justice Services. We provide tailored and flexible services with young people at the core. We work in partnership with the Probation Services and other agencies to reduce the level of crime in the community.

**Our Vision**: For every young person at risk - the right supports at the right time, to make the most of their lives.

**Our Mission**: Le Chéile Mentoring is a national, volunteer mentoring and family support service, which works with young people and their families, where the young person is involved in or at risk of offending. For more information on Le Chéile, visit [www.lecheile.ie](http://www.lecheile.ie)

### **Job Description**

**The Role of the Oberstown Mentor Coordinator:**

Oberstown Children Detention Campus provides a safe and secure environment for young people sentenced or remanded by the courts.

Le Chéile and Oberstown work collaboratively to run a unique programme that provides parents and young people who are involved with Oberstown the opportunity to avail of mentoring and family support services in the community. Volunteers are recruited, trained, supervised and supported by Le Cheile. The Mentor Co-ordinator will work closely with other Le Chéile staff and the staff in Oberstown. This post will be based in Oberstown Detention Campus and will respond to direct referrals from Oberstown. At times, travel out of Dublin will be required.

The Mentor Coordinator will oversee the response to referrals received from Oberstown. This will involve direct casework as required with parents and young people on and off campus and recruitment of suitable volunteer mentors, matching them with young people and parents in the community. The coordinator provides ongoing support to the mentor/mentee relationship through supervision, training and other resources.

**Reporting to:** Eastern Regional Manager.

**Working relationships:** The Mentor Coordinator will work as part of the Le Chéile Eastern region team, and the wider Le Cheile staff across the country. In addition, this role involves working closely with our partner agency, Oberstown, ensuring integration of the service as part of the Oberstown family support response to the young people who are in their care.

### **Principal duties and responsibilities**

## **1. Recruitment & Training**

* Recruiting, selecting, training and maintaining a core team of volunteers

at any one time

* Organising information evenings, advertisements and recruitment campaigns to select new volunteers on a needs-led basis
* Providing Induction training to all volunteers
* Providing ongoing training to volunteers following a training needs assessment
* Working in partnership with the National Volunteer Coordinator to meet the needs of volunteers
* Ensure all mentors are compliant with Children First training requirements

## **2. Volunteer Support & Supervision**

* Providing regular telephone calls to volunteers
* Providing 2 individual supervision/appraisal sessions to each volunteer per annum
* Providing regular group supervisions to Mentors throughout the year.
* Providing appropriate challenge and support to volunteers through supervision
* Ensuring that volunteers are clear about Le Cheile policies and procedures and are following them. Provide access for volunteers to the volunteer handbook.
* Ensure training needs are identified, responded to and that learning is promoted
* Organising formal and informal volunteer recognition events throughout the year.

## **3. Staff Support and Supervision**

* Management and support of staff reporting to them.
* Ensure that all staff receive regular support and supervision, performance management and annual appraisals.
* Ensure staff training needs are identified, responded to and that learning is promoted.
* Management of the recruitment and induction process for new staff.

**4. Policy & Quality Standards**

* Ensuring all Policy and procedure guidelines are being followed
* Maintaining and updating all case files and paperwork
* Keeping the case management system database updated on a weekly basis with case notes
* Completion of Outcomes Star measurement tool with mentees in line with case work practice
* Providing statistical reports to Management on a monthly basis and as required.
* Ensuring that all paperwork is received on a weekly/monthly basis from volunteers.
* Ensuring that all expenses forms are submitted to the Accounts Dept on a regular basis
* Ensuring that volunteers who do not meet Le Cheile policy and quality standards are disengaged appropriately
* Contributing to the ongoing review of Le Chéile policy and procedures.

**5. Networking & Securing Referrals**

* Pro-actively ensuring that adequate numbers of referrals are received from Oberstown
* Liaising regularly with Oberstown staff and young people and attending campus meetings as appropriate.
* Providing updated information and promoting Le Cheile’s services to our referrers.
* Ensuring all referrals received have been responded to promptly within one week.
* Developing positive working relationships with the management team and key staff in Oberstown and other related services.
* Provide written monthly report to the programme manager in Oberstown and actively contribute to funder reviews.
* Positively promote Le Cheile and the work we do within the justice and related services.
* Working closely with Le Chéile staff locally and nationally and attending all Le Chéile training, supervision and other organised events

**6. Case and KPIs Management and Programme Delivery**

* Ensuring that KPI’s are met in line with Oberstown/Le Cheile service level agreement
* Oversight of case work with mentees to include direct case involvement with assessment of referral, initial meetings, goal setting, reviews and case closure. Engage directly with mentees/ referrers or family members as required during the life of the case.
* Promoting, supporting and delivering Parent and Family support interventions including restorative approaches and non-violent resistance programme.
* Ensuring that Le Cheile’s Child protection policy is always adhered to in your region. Reporting Child protection concerns as a mandated person under Children First
* Promoting, supporting and assisting with Restorative Justice programmes in Oberstown and in the region
* Liaising with management and evaluators to ensure successful completion of evaluations.
* Facilitating and delivering programmes as necessary on a needs led basis in the region
* Pro-actively investigating service needs and assisting in developing the service response.
* Matching, managing and overseeing all volunteer and young person/parent relationship. Ensuring all referrals are suitably matched.

**7. Budgeting**

* Accurate records to be kept in relation to budget spend and are within budget limits
* Petty cash accounts to be accurately maintained and submitted to account department
* Staff expenses to be recorded and submitted in line with policy.

**8. Team Work**

* Work closely with the Oberstown and Le Cheile teams, attending and contributing to staff meetings.
* Collaborate with other Le Cheile colleagues in the delivery of training and group supervision for volunteers
* Work with the wider Eastern region team to provide peer support and actively contribute to the development of practice in Le Cheile
* Support the induction of new staff, sharing knowledge of the work and participate in a buddy system

**9. Requirements of all Le Chéile staff**

* Commitment to the vision, mission, values and policies of Le Chéile.
* Participate in regular supervision with your manager and report any matter of concern in a timely manner.
* Identify your training needs with your line manager and participate in relevant training opportunities
* To be flexible in regard to working hours to meet the needs of the work, including some evenings and weekends. Working during unsocial hours is required.Flexibility will be required.

Other Duties appropriate to the role as may be required from time to time

**Note:** This Job Description will be reviewed and updated in line with the needs of the work and Le Chéile.

### **Person Specification**

**Essential Requirements**

* Recognised qualification in one of the following Youth and Community Work, Education, Social Work, Psychology, Social Science or other related area.
* 3 years full time paid experience of working with young people or family support
* Experience of working with volunteers, preferably in a supervisory capacity
* Project Management Experience
* Clean Driving License and own car.
* Candidates will be subject to Garda vetting and must be of good character.

**Desirable Requirements**

* Understanding of and experience in delivering and facilitating training/programmes related to Mentoring, Parenting and Family Support
* Knowledge/experience of restorative and trauma informed practice.
* Experience of training, managing and supervising volunteers or staff.
* Experience in and understanding of the Youth Justice System, Youth Detention and Community Based Organisations

**Skills:**

* Excellent communication and interpersonal skills (written, verbal and listening)
* Facilitation and Programme delivery skills
* Group management and Supervision Skills
* Organisational, planning and administrative skills
* Analytical, decision making and problem solving skills
* Effective presentation skills
* Effective negotiation and mediation skills
* Computer skills including the ability to use word-processing programs
* Organisational, administrative and time management skills
* Networking and collaboration skills
* Ability to work as part of a team within Le Cheile as well as working with other agencies and developing professional relationships and networks

**Attributes**

* Strong interest in families, young people and diversion from crime
* Positive, pro-active, solution focused, flexible, energetic, innovative, respectful
* Leadership skills and team building skills
* Possess cultural awareness and sensitivity
* Must maintain strict confidentiality in performance of duties

### **Terms of Employment**

**Salary Range:** €43,000 - €55,000 per annum (Commensurate with experience)

**Annual Leave:** 25 days per annum plus 1 day per year of service up to a maximum of 5 days.

**Location:** Oberstown Detention Campus, Lusk, Co. Dublin, with the option of some working from home.

**Term of Contract**: Indefinite, full time.

**Probation Period:** A probation period of 6 months, extendable to 9 months will apply.

**Hours:** 37 hours per week. Co-ordinators will be required to work some evenings and weekends. Flexibility will be required.

**Responsible to:** Eastern Regional Manager

**Additional Benefits:**

* Bike to work scheme.
* Discretionary annual leave day for Good Friday
* Employee Assistance Programme (EAP)
* Training and development support applicable to role
* Flexible Work: Flexible work practices that support work life balance
* Blended working policy
* Study Leave: Up to 6 days per year of relevant course
* Organisation Culture: Support and Supervision policy and that supports your professional development.
* Maternity and Paternity Benefit: Top up Maternity and Paternity Benefit pay.

*Le Chéile is an equal opportunities employer.*

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*Le Chéile is funded by the Department of Justice through the Probation Service*