



<b>JOB TITLE</b>	Peer Mentor Supervisor
<b>Delivery</b>	County Durham
<b>RESPONSIBLE FOR</b>	Peer Mentors
<b>REPORTING TO</b>	Project Director
<b>Salary</b>	£18,562 p.a.
<b>Hours</b>	37.5 hours per week (over 7 days)

First Point Training is an award-winning training company based in County Durham, one of our aims is helping people to transform their lives through work, training, education, and advice.

Our vision is to **#makeadifference**.

#### **Peer Mentoring – Young People**

This pilot is the first for Durham County Council, and we are thrilled to have been successful in winning the contract with our proposed bid. We designed and bid for this work as we want to be able to offer support and guidance to any young person who has faced barriers and not succeeded as well as they had hoped. Often life gets in the way and we want to make sure we can support anyone aged 24 or under and make sure they get the best shot at what they want to do. No-one should be written off purely down to not having advantages and opportunities.

We will be reliant on this postholder to help us implement the model, so you will need to be flexible, innovative in your thinking, be prepared to ask questions and work as a team member with the First Point crew.

To be suitable for this role you must be able to demonstrate the following values:

- Support Choice,
- Share Hope,
- Withhold judgement about others,
- Educate and Advocate,
- be able to listen with sensitivity.

#### **KEY RESPONSIBILITIES**

A Peer Mentoring Supervisor should be able to offer guidance, support and form a positive one-to-one relationship with other mentors and their mentees. The target group of people we want to provide support for may have difficulty when it comes to passing on knowledge, understanding and developing new skills.

The Peer Mentoring Supervisor's role is to provide support to the mentor to enable them to take responsibility for areas of professional development within their role as mentor.

The Peer Mentoring Supervisor is there to help improve and support the required skills of the mentor by creating a supportive, challenging and a reflective learning environment that meets the needs of the mentor/mentee.

The Peer Mentor Supervisor's role also includes monitoring and evaluating mentor/mentee relationships. Supervisors usually monitor these relationships through verbal communications, such as face-to-face or over-the-phone conversations. Indirect communication may include reviewing progress reports written by mentors.

**The Peer Mentoring Supervisor key roles are to support their mentors by:**

- Ensure professional standards are understood and followed in particular to safe-guarding, exploitation, PREVENT, confidentiality, data protection, etc
- Empowering them to resolve current issues and to develop coping strategies for the future.
- Provide a model for a healthy, trusting relationship through clear communication and setting appropriate boundaries.
- Acknowledging their strengths, talents and gifts and encouraging them to find ways to use them.
- Be an active listener and offer support and encouragement when appropriate.
- Engage in activities outside of the home to help expose youth to new opportunities and experiences.

**Other Tasks include:**

- To liaise with Project Director and Management Team, to give regular updates and progress reports.
- To liaise with your Mentors to identify appropriate mentees to work with.
- To provide a safe space in which mentors/mentees can talk about a particular issue around their knowledge and understanding of their role as a mentor/mentee.
- To build an effective short-term relationship with a mentor/mentee.
- To plan mentoring sessions with mentor/mentee in advance where the mentor/mentee brings their agenda to be discussed.
- To listen to and help support mentors/mentees to identify and address barriers to their knowledge and understanding.
- To offer perspective, drawing on own experience in applying for and working in roles in industry.
- To support the mentor/mentee and to set and monitor agreed goals in line with the mentors/mentee's targets.
- To keep effective written records of meetings using the forms provided and undertake relevant evaluations.

**PERSON SPECIFICATION, QUALITIES & EXPERIENCE**

We recognise that a Peer Mentor Supervisor can provide a wide spectrum and depth of knowledge and experience to the project. We value these perspectives and seek to bring out the best in your mentors to do so. Whilst such qualities bring a unique value to mentoring, we believe that there are qualities that all Peer Mentor Supervisor should display in their work with their mentors/mentees.

These qualities include a Peer Mentor Supervisor being:

**Supportive, Positive, Enthusiastic, Friendly, Reliable, Patient, Committed, Interested, Engaged**

**Tasks include:**

- At least one years' experience working in specific sectors required for the role.
- Leadership and development qualities.
- Be sympathetic and show empathy and understanding.
- Knowledge and experience of how to network and develop contacts.
- Knowledge and experience of building supportive relationships.
- The skill of being able to question and challenge constructively.
- To work to and respect confidentiality.
- Ability to identify and address barriers to progression.
- Ability to use one's own perspective professionally.
- Planning and organisational skills.
- Skills in setting goals and record keeping.
- Knowledge of one's own industry and standards, expectations, and requirements to work within it.

**Peer Mentoring Supervisor Key Aims**

One of the key aims is for a Peer Mentor Supervisor is identifying individuals who would make good mentors. Peer Mentor Supervisor will interview mentor candidates to find those who possess traits such as knowledge of an organisation and the ability to instruct and support others. They then pair each mentor with mentees and provide mentors with guidance concerning what to teach and support mentees. Peer Mentor Supervisor may even provide mentors with a list of goals that the mentor and mentee should accomplish throughout the course of the programme.

**Peer Mentoring Supervisor Specific Aims**

- To help improve the knowledge and skills by supporting mentors using your own knowledge and experience, to support mentors to develop skills and strategies of their mentees.
- To improve and support the mentor's awareness and application of transferable professional skills to their mentees.
- To improve and support the mentors understanding of self-presentation and how to build their network.
- To improve and support the mentor's knowledge and skills to help support and develop their mentees.

**Feedback**

An addition to your role is giving frequent and sincere positive feedback, an effective Peer Mentor Supervisor should also be willing and able to give mentors corrective feedback on their progress from professional discussions and observations while conducting the mentorship.

When observing your mentors making mistakes or performing in less than desirable ways, you should be able to be direct your mentors, letting them know what you perceive and providing some better ways for handling the situations. It will probably be better for them to hear it from you than from others. This is an aspect of the mentor's protection skills and managing risks.

### **Evaluating Effectiveness**

Another duty of Peer Mentor Supervisor is to assess whether mentor programs meet goals and objectives. They may use surveys, questionnaires, or direct interviews to gather the views of mentees. Peer Mentor Supervisor analyses the collected data and make changes to the program when they are appropriate. If mentees report low satisfaction levels, Peer Mentor Supervisor devise strategies to improve effectiveness, such as organizing training workshops where mentors can receive additional training.

### **Safeguarding and Wellbeing**

- To work according to the guidance of the Mentoring Project.
- To establish and maintain appropriate professional boundaries.
- To work with your mentee always observing confidentiality.
- To respect different cultural values and work in a non-discriminatory manner.