

JOB DESCRIPTION

Job Title: Temporary Mentor Co-ordinator (Maternity Cover) for Community Chaplaincy Norfolk (CCN).

Responsible to: The CCN Manager.

Hours: 18.5 - 22 hours per week negotiable.

Salary: £11.55 per hour, so £11,111.10 to £13,213.20 (annual equivalent).

Based at: St Stephen's Church, Rampant Horse Street, Norwich NR2 1QP.

Start date: Early October 2022.

Closing Date for Applications Friday 26th August 2022.

Overall Purpose of the Job:

- To recruit, train, work with and supervise the CCN volunteers.
- To support the Manager with the assessment and allocation of clients.
- To work directly with individual clients providing mentor and other support.
- To facilitate peer to peer client meetings.
- Other duties as required, to assist with the running of the CCN service.

Principal Responsibilities:

1. To recruit, train, work with and supervise the CCN volunteers on both an individual and a group basis.
2. To build and maintain positive working relationships with allied and relevant agencies.
3. To work with the CCN Manager to source and process client referrals, including conducting initial assessments and allocating to volunteer Mentors.
4. To support Mentors in delivering effective client support.
5. To work directly with individual clients, including meeting them at the prison gates and providing mentoring and other support as required.
6. To work with the CCN Manager, Administrator and Trustees as required.
7. To work to the policies and procedures of CCN.
8. To have knowledge of and implement health and safety requirements relating to tasks being performed for risk to self, volunteers, clients and their families.
9. To ensure that the structure, principles and ethos of CCN are adhered to.
10. To incorporate Equal Opportunities policy and anti-discriminatory practice in all areas of work, and to respect diversity and its implications.

Person Specification

Attributes		Essential/ Desirable
Experience and knowledge	Supervising/managing others. Working with volunteers. Working with homeless people and people with convictions. Working with other agencies to achieve positive outcomes. Working knowledge of the prison system/wider criminal justice system. Knowledge of voluntary and statutory service provision for ex-offenders in Norfolk. Maintaining records and using a client management system/database, using Word, Excel, PowerPoint and Publisher or similar programs. Experience of delivering training and or public speaking.	E E E E D D E D
Skills/Abilities	Able to be self-motivated and to work alone as well as relating within a small team. Able to communicate effectively (verbal and written). Able to create and maintain positive and professional working relationships with clients, colleagues and local agencies. Able to use initiative to motivate, support and encourage volunteers and clients, including where levels of vulnerability and risk are high. Able to maintain clear and legible records, and to share with colleagues.	E E E E E
Equality Issues	Able to demonstrate an understanding of the effects of discrimination on service delivery and in the work setting and possess a commitment to the achievement of equality.	E
Personal Attributes	Able to work closely with colleagues and communicate in a clear, timely manner. Organised, efficient and able to prioritise tasks. Able to work alone in a disciplined fashion. Self-motivated and confident. Flexible in dealing with people and responding to changing circumstances. Able to demonstrate good emotional stability under pressure.	E E E E E
Other Requirements	Able to work outside normal working hours when required. Knowledge of Data Protection and confidentiality issues. Basic First Aid. Some knowledge of Health & Safety issues. To be in sympathy with the Christian ethos of CCN. Full Driving Licence. Completion of a Basic DBS (Disclosure and Barring Service) check for unspent convictions only. Please note that we select all candidates for interview based on skills, qualifications, and experience. All applicants called for interview will be asked to provide details of their criminal record. Having a criminal record will not necessarily bar you from working with us.	E E D E E D E