

June 2021

Community Support Volunteer Mentor

Role Description

(This vacancy is only open to female applicants as an occupational requirement exception under Sch 9 of the *Equality Act 2010*.)

Title: Community Support Volunteer Mentor

Main Purpose:

The main purpose of the volunteer mentor, under the direction of a caseworker, is to provide additional support to an allocated client with an aim to increase their self-esteem and confidence to access services through one-to-one and group work. The mentor will generally provide advice, guidance, and feedback whilst sharing their client's experiences and act as a sounding board for their ideas and plans.

Responsible to: Volunteer Mentor & Support Officer/WSA Service Lead

Background: Safer Wales VCS supports Safer Wales projects in supporting victims of domestic abuse, sexual violence, and sexual exploitation. Projects supported by the service include Safer Wales Inclusive Service, StreetLife, and the Whole System Approach (WSA). Mentors provide advice, support, and activities to clients on a one-to-one and group basis. Clients include vulnerable young people and adults.

Safer Wales WSA is part of Future 4 which is a group of organisations supporting people in Gwent and across South Wales to avoid further involvement in the criminal justice system and build better lives. The Whole System Approach helps women access the right support at the earliest opportunity to prevent them from coming into further contact with the criminal

justice system. All the support offered is based on the needs of the individual.

The volunteer mentor will:

- Provide one-to-one mentor support sessions to women in the community. Supporting women to identify goals, and objectives and help them work towards these.
- Where appropriate (and practical) support clients attending our structured centre activities.
- Complete relevant documentation as directed by the caseworker including action planning forms and client contact logs for monitoring and tracking purposes.
- Be a source of support, guidance, and encouragement to the client.
- To respond to the specific needs of their client using their own initiative to identify and access relevant resources.
- Provide regular updates to the assigned caseworker with feedback on what is going well and any areas the client is struggling.
- Maintain confidentiality in accordance with Safer Wales's confidentiality policy.
- Ensure health and safety procedures are followed.
- Ensure Safer Wales' procedures and guidelines are followed.

Training and Support

Volunteer mentors receive full induction training including understanding the mentor role before starting.

Volunteers are warmly invited to attend training events.

A caseworker will be assigned to a volunteer to provide advice and guidance during the mentor relationship.

Volunteers are able to access one-to-one and/or group support work from the Project or Volunteer Mentor and Support Officer.

Commitment

The nature of the mentoring role is to develop a relationship with the client so that specific support needs can be addressed. We ask that volunteer mentors give a commitment to the mentoring relationship of at least six months. The actual times of meeting the client can be negotiated within the framework of working hours (Monday to Friday 9.30 am to 4.30 pm), but it is expected that you provide a commitment of one session a fortnight to the project.

Equal Opportunities:

- Safer Wales is fully committed to the active promotion of equal opportunities as an employer, and in the provision of all its services. It is the responsibility of all staff and volunteers to ensure the practical application of this policy.
- To encourage and promote a more positive and tolerant atmosphere within and outside the organization on differences based on race, religion, gender, class, language, sexuality, diet, disability, etc.

Health & Safety:

- Under the Health & Safety at Work Act, all employees and volunteers are required to take care of their own health and that of other employees in complying with their statutory duties.

Person Specification:

- Eighteen Years of age and over
- Non-judgemental attitude
- Flexibility and patience
- Reliability and willingness to attend regularly.
- Good communication and listening skills.
- Able to work in a respectful and professional manner with a wide variety of people.
- Willing to keep records of mentoring sessions, reflect on progress, and identify issues.

Benefits of volunteering with Safer Wales:

- An opportunity to learn new skills.

- Satisfaction of helping others to make a positive difference in their life.
- To be part of a team working in the community focussed on improving the lives of others who are disadvantaged.
- Chance to develop interpersonal skills and build confidence in supporting people with significant challenges in their lives.