



POSITION DESCRIPTION

MENTOR

Location:	An Office of Genesis Youth Trust and any other reasonably designated place of work		
Reports to:	Operations Manager	Direct Reports:	None
Purpose of the Position:	The purpose of this position is to provide appropriate, relevant and professional mentoring services to the young people referred to Genesis Youth Trust by our partner agencies; thereby enabling recidivist youth offenders to profoundly transform their lives for the benefit of themselves, their whanau and their community.		

STRATEGIC HEARTBEAT & PURPOSE

Having a heart for youth that offers HOPE and RESTORATION for youth offenders and their families in the wider Auckland Region.

ESSENTIAL VALUES

- SERVANTHOOD – serving others in humility and with compassion
- UNCONDITIONAL LOVE – being non-judgmental and respectful
- TRUST & INTEGRITY – building relationships based on trust and impeccable integrity
- ACTION FOCUSED – doing what matters, putting first things first
- TEAMWORK – being a supportive, productive and united team
- EXCELLENCE – providing a professional, sustainable and customised service

ESSENTIAL COMPETENCIES

1. Building Relationships

Demonstrates proven experience in working with and building positive relationships with 'at risk' young people. Ability to identify strengths, set goals, provide encouragement and guidance through a client's key milestone transitions. Ensures that a client's progress is accurately recorded and tracked.

2. Technical

Demonstrates knowledge and proven experience of mentoring practices including facilitation one on one mentoring and small group workshops. Can plan and execute safe mentoring activities using legislated risk management practices. Has a complete understanding of the YLS-CMI assessment tool and its application to Genesis intervention.

3. Cultural and Treaty Awareness

Demonstrates a good understanding of the Treaty of Waitangi and its application in a Mentoring context. Demonstrates an ability to work successfully with Maori and Pacific families to effect positive change.

4. Building Partnerships

Demonstrates an ability to work co-operatively with others to build partnerships and achieve desired outcomes. A requirement to actively network, create and maintain relationships that inspire trust amongst all stakeholders; especially Genesis Co-workers and Police Youth Aid, in order to share information and co-ordinate action effectively.

OTHER REQUIREMENTS

- Relevant Life experience or training in Mentoring, Sports, Performing Arts, Education or other.
- Have a full driver's license.
- Completed a first aid course.

KEY ACCOUNTABILITIES

1. SERVICE DELIVERY

- To follow Genesis values, policies, procedures and any Code of Ethics specific to your discipline.
- Act as a role model for Genesis' clients.
- Meet with young person(s) and their families who have been referred to the service and explain selection criteria and services provided.
- Assess and identify mentoring needs of young person(s) and their families in alignment with the YLS-CMI Assessment tool.
- Assist in the development of an individualised mentoring plan of action for the young person(s) and their families.
- Support the young person(s) and their families to achieve their mentoring goals through advocating for them, representing them and encouraging them.
- Support the young person(s) to attend mentoring workshops and activities which might include working after hours (evenings or weekends)
- Link the young person(s) to relevant education, vocational training, employment and pro-social opportunities, connecting with key people running such activities and ensuring an effective hand over.
- Ongoing assessment and re-evaluation of clients' mentoring plans.
- To facilitate workshops for group mentoring programmes and provide regular one on one mentoring.
- Support young person(s) through their key milestone transitions e.g. training, educational, and vocational.
- To support the Operations Manager in the continual development of the Mentoring Service.
- To assist the Operations Manager with continual evaluation of all Mentoring services.
- Ensure a safe environment by integrating safety and health into all aspects of work practices and places of work.
- Ensure cultural responsiveness for the mentoring service.
- Has a complete understanding of the YLS-CMI assessment tool and its application to Genesis intervention.

2. RECORD KEEPING / MONITORING PROGRESS

- Sets priorities and manages time effectively.
- Ensure all relevant client information is entered into our Client Management System on a daily basis e.g. Assessments, Mentoring Plans, Threads, Case Notes, Progress Reports, Final Reports, Indemnity Forms and all other relevant information.
- Follow and actively engage with the development of procedures using the appropriate business system.
- Draft and publish professional reports for the Mentoring Manager as directed.
- Ensure all contractual reporting is completed in a professional and timely manner regarding Mentoring Services.
- To follow procedures relating to financial expenditure for the service.
- To ensure mentoring resources are adequate and maintained.
- Collate and communicate photos, videos and reports regarding positive transformations of your clients, families and the mentoring service and provide these to the Mentoring Manager.

3. TEAM WORK

- Works collaboratively with the greater Genesis Team in the running of the Mentoring Services.
- Attend weekly mentoring team meetings.
- Supports the development and maintenance of a high performing team.
- Maintains effective channels of communication amongst team members.
- Takes a constructive approach to team efforts and supports other team members where possible.
- Supports the development of mentor volunteers.
- Assist in other Genesis programme functions as required, such as special events, to support the service.

4. RELATIONSHIP MANAGEMENT

- Ensures that all service requests, commitments and complaints are met with a professional customer-friendly and timely response.
- Offer solutions when problems arise.
- Use effective communication skills, both written and verbal including presentation skills, across all levels of the organisation.

- Assists in establishing and maintaining positive working relationships and partnerships between key stakeholders. E.g. Police, Schools, local community agencies and the young person(s) and their families.
- Maintains appropriate professional boundaries with service clients and adheres to a professional code of ethics.

Date of Position Description (reviewable annually):

November 2017