

JOB DESCRIPTION

Job Title: Support Mentor

Service: Operations

Reports to: Service Manager

Direct Reports: None

ABOUT THE ROLE

The Support Mentor in this post will contribute to successfully rehabilitating and reintegrating our participants back into the community. A Support Mentor is responsible for developing trusting relationships with our participants, and engage with them through key working activities, identifying the needs, goals, and skills of the person they support then provide pathways, support and appropriate interventions that will enable successful resettlements. They will work with external partners, agencies and commissioners to achieve the desired outcomes of the service, delivering safer more integrated communities for all stakeholders.

ABOUT YOU

The person in this post will be driven to provide high quality care and support to others. An effective team member who can communicate effectively with people from different backgrounds and can respect equality, diversity, and inclusion. The person will be confident in working in the social care setting and can be compassionate, supportive, and empowering to others. They will be able to form effective, positive, and motivational relationships.

KEY RESPONSIBILITIES

- Act as the primary support mentor for a caseload of service participants with different needs and provide face to face support, contribute to the development of support plans, risk assessments, and reviews to a high standard.
- Work within the team to support other service participants with their needs as required.
- Create and implement SMART support plans in collaboration with Service Participants.
- Participate in, and encourage participants to participate in the running and development of projects, social enterprise initiatives, training, volunteering or work experience.
- Design and co-facilitate group activities and ensure the appropriate contacts are made with the participants within these activities to meet KPIs and targets.
- Recognise support needs in an individual and initiate appropriate interventions to prevent further deterioration.
- Complete safeguarding and other referrals where required.
- Ensure all participants understand their rights and responsibilities and have access to the right tools and resources, to support them back into society and building networks. *For example, assisting with making welfare benefit claims, and signposting to the correct provisions.*
- Provide advice, information, guidance and life skills training to participants.
- Ensure that risk management and public protection are in the centre of all operations.

- Develop and maintain strong relationships with internal and external persons and agencies *including but not limited to specialist care providers, neighbours, GP's, probation services, and community forensic teams.*
- Administration duties will vary. This includes maintaining confidential records in a timely manner and containing information in accordance with relevant statutory and organisational policies.
- Other administration may include but is not limited to; complete participant records, reports, support plans, risk assessments, case notes, and other documentation for internal and external stakeholders as required and with accordance to policy and procedure.
- *Other duties may include but not limited to, maintain clean and tidy offices and communal areas, removing rubbish, reporting repairs and ordering/replenishing supplies.*

SIG Policies and Data Protection

- Promote the SIG values in creating a positive and productive environment, to create a Psychologically Informed Environment (PIE).
- Maintain high standards of service provision in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service.
- Maintain confidentiality in line with organisational policy in respect to residents, participants, staff, and business sensitive information.
- Adhere to SIG policies, processes, best practice, Equality, Diversity, and Inclusion (EDI) and data protection at all times.
- Comply with Health, Safety, and Environmental procedures.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed to as long as it is within the capability and level of the position.

PERSON SPECIFICATION

Qualifications and Experience	Rating
Experience of working with people of complex backgrounds, ex-offenders, mental health, substance misuse, challenging behaviours or a good understanding of the sector	Essential
Experience facilitating groups and therapeutic interventions	Desirable
Experience working with different agencies/organisations and understanding the multi-disciplinary approach (For example working alongside MAPPAs)	Desirable
Appropriate professional qualification: NVQ/Diploma Level 2 in Health & Social Care/Community Justice/Psychology or professional equivalent	Desirable
Experience of providing housing support and practical assistance within a residential or outreach support role	Desirable

Skills and Abilities	
IT Proficiency, ability to learn new software programs, basic Microsoft experience	Essential
Ability to manage own caseload and determine priorities with time management. Able to use own initiative	Essential
Understanding and/or practical application of key legislation regarding social care, housing, criminal justice and mental health	Essential
Understanding and/or practical knowledge of the social and societal marginalisation that can be attached to people with mental health issues, addiction, exploitation, homelessness and within the criminal justice system	Essential
Understanding of the housing and social needs of people with multiple and complex needs	Desirable
Personal Characteristics	
Excellent communication skills both written and oral and relationship building	Essential
Ability to work well and flexibly within a team	Essential
Able to influence and negotiate positive outcomes with others	Essential
Ability to work with confidential information, maintain accurate records and write accurate reports	Essential
Sensitive and empathy to others, dealing with challenging circumstances with professionalism	Essential
Trauma-informed, non-judgemental approach to overcome barriers and achieve goals	Essential