

Aberdeen Community Delivery Coordinator

Job Description and Person Specification

Job Title: Community Delivery Coordinator

Team: Schools and Mentor Services

Region: North

Contract: 2 Year Fixed Term

Hours: 37.5 per week

Location: Hybrid working based between Home and with travel across Aberdeen City and surrounding areas. A driving license and car are essential for the role and travel expenses will be reimbursed.

Starting Salary: £29,098

Grade: PA4 - PA7

Manager: Community Delivery Lead

Line Management Responsibility: N/A

Overview

The Community Delivery Coordinator will support the delivery of the MCR Pathways mentoring programme in Aberdeen City and surrounding areas. You will support our volunteer mentors and young people, and ensure mentors and young people receive individualised support and remain fully engaged throughout their mentoring journey. You will be responsible for the timely recording and updating of internal mentor recruitment documentation, supporting mentor recruitment, and assisting with the delivery of in-school and community based mentoring and group work.

Job Description

Pathways Coordinator Delivery

- You will carry your own caseload of young people and mentors, where you will be coordinating the logistics of their involvement in the programme. This means you'll need an operational eye for delivery, ensuring you take referrals of young people and build relationships with referral sources.
- Actively support all young people to work towards rapidly securing a mentored relationship. Encourage and support their full participation and to get the maximum benefits from mentoring once matched.
- Conduct regular progress and impact reviews with young people on the programme and provide support and challenge to stay on track.
- You will support mentors once matched with a young person through effective inductions and training.
- Support the delivery of group work alongside other Pathways Coordinators.

Mentor Service Delivery

- Establish and grow exceptional relationships with colleagues and other relevant partners that support the mentor journey from recruitment to relationships ending.

- The ability to work with a diverse range of mentors and be sensitive to volunteer needs, backgrounds and experiences.
- Provide excellent customer service to mentors, volunteers and partners using strong communication skills in person, on the telephone, in virtual meetings and by email.
- Take responsibility for, encourage and support progression of volunteer mentors through the mentor recruitment journey, always striving to meet all pipeline deadlines.
- Ensure all volunteer mentors are individually supported and fully engaged at every stage of their mentor journey.
- Experienced in understanding and applying for DBS/PVG Checks and referring to any concerns as required.
- Identify any concerns regarding mentors suitability and following MCRs referral process to report

Mentor Recruitment, Retention, Engagement & Support

- Consistently support and actively engage mentors throughout the length of their mentoring relationships.
- Working with the regional team to help drive mentor recruitment to the targets needed for your area.
- Plan and manage the delivery of information sessions, participate in mentor one-to-one conversations and facilitate mentor training sessions and other mentor engagement activities both in person and remotely
- Promote use of the Mentor Hub, timely recording of mentor sessions and booking of mentoring appointments, identify training needs and sharing best practice.
- Participate in and support coffee conversations and meet the mentor events, to support and develop their practice, aid matching / rematching, and encourage their continued involvement with the programme.
- Feedback appropriately, any mentor issues, and improvement suggestions where these require escalation.

Monitoring, Evaluation, and Programme Feedback

- To maintain programme and quality assurance records including data on Pathfinder, and any other documentation as directed. To complete all data requirements required for the funding of the programme and quality assurance.
- Compile, complete and submit consistent, frequent and regular high-quality case studies and good news stories.
- Feedback on programme improvement strategies (regional or community specific) to MCR team.
- Active participation in continuous improvement project teams and staff forums and peer support networks.
- Take a proactive approach to securing the delivery of key performance targets and any other measures associated with the funding as directed from time to time.
- To attend team meetings and other appropriate meetings as required. Attend training and collaborative sessions with partners as directed.
- As directed, contribute to the gathering of outputs, outcomes and impact evidence and the reporting of performance to stakeholders and funders.
- To be responsive to the Community Delivery Lead and directions given for quality or programme improvement.

General

- Deputise for absences of other colleagues as required.
- To ensure the maintenance of safe working practices and environments for all staff and young people in accordance with the policies of MCR and relevant legislation.
- To be committed to equal opportunities and to comply with MCR's diversity and equality policies.
- To be committed to professional self-development making full use of training and development opportunities identified through appraisal. To ensure job knowledge is updated by participating in educational opportunities, reading publications, attending team meetings and participating in and maintaining professional networks.
- To be committed to safeguarding young people and follow policies, practices and procedures in relation to protecting children and young people.
- There will be a requirement for unsupervised contact with children / young people in this post whether through teaching, advice and guidance, general or technical support.

Work Arrangements

- Transport requirements: The post will involve travel across your target area. You may be required to undertake some regional travel to attend in person team meetings and training for example.
- Working patterns: Regular day time and some evening and weekend working may be needed to cover events or meet with particular individuals or groups.
- Working conditions: Home working with meetings, events and training in classrooms, workshops, employer's premises or in community venues. Some events may be outdoors. May involve periods of standing. May involve some manual handling, lifting, carrying and erecting of resources. May involve some lone working.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Person Specification

	Essential	Desirable
Skills & Experience	Experience of working with young people and adults, and developing high standards of customer service and positive relationships. Experience in delivering timely and consistently exceptional customer service, ensuring you reflect the MCR values	An understanding of the challenges and barriers that care-experienced and/or disadvantaged young people may experience Knowledge of using Google Drive, and of creating/using spreadsheets

	Highly organised with strong teamwork and time management skills Competent digital literacy including social media and other digital platforms Experience or a knowledge of processes to document and evidence good practice and positive outcomes Awareness and understanding of the principles of safeguarding and child protection duties	Experience of facilitating group sessions with young people and/or delivering training/information sessions to adults Experience of managing and/or positively supporting volunteers Understanding of secondary education system, qualifications and assessments
Abilities	Exceptional ability to build meaningful relationships with a wide range of stakeholders including education colleagues, operational partnerships, volunteer mentors, local employers and young people aged 11-18 years Excellent ability to present information coherently with engaging manner Ability to remain organised in a multi-tasking working environment	Excellent ability to present information to organisations and individuals and to persuade them to engage emotionally with the MCR programme Experience of forming strong partnerships with both internal and external customers Ability to work supportively and effectively with trauma informed
Attitude & values	Positive, solution-focused approach An understanding of the challenges and barriers that care-experienced and/or vulnerable young people may experience Young person consistently at the heart of professional values and practice Flexible and adaptable approach, with an ability to work on own initiative and as part of a varied team Non-judgemental approach Role model for Motivation, Commitment & Resilience. Inclusive, respectful and mindful of others	Consistently demonstrate resounding commitment to organisational purpose, cause and values
Qualifications		National 5+ (or equivalent) Maths and English and/or HNC level or above in relevant subject