



## **Mentor Volunteer Role Description**

StartaFresh is one aspect of the range of support services Christ Church provides to local and vulnerable people within the community.

Our 'Open door' policy welcomes and encourages individuals to explore a variety of options available. Individuals will receive help to identify and access the appropriate 'StartaFresh' service. For those ready to embrace a challenge and 'move on' it will be appropriate to offer a Mentoring service. For others encouraging them to come along to the 'Befriending group' which meets three times a week will raise their level of self worth and provide them with a sense of belonging. The Befriending group focuses on providing social interaction and developmental opportunities.

The Mentoring, Befriending service and Information service (Community Corner Plus) rely on the commitment of volunteers; we encourage individuals to 'get involved' there are many benefits from volunteering and becoming a part of a positive and forward thinking team!

### **Volunteer Mentoring Role description:**

Volunteer mentors work closely with their client acting as a 'sounding board' for their concerns and issues and provide them with help to overcome barriers by setting targets and steering their aims in achievable directions, where appropriate sign posting individuals for professional help.

Volunteer mentors come from a vast array of backgrounds and bring with them extremely diverse life experiences and expertise. Offering support and encouragement to clients, they can begin to imagine their lives in new ways.

Volunteer mentoring is both rewarding and challenging. Mentors enable their client to find purpose and reclaim their self-esteem. The genuine interest and enthusiasm of the mentor will lead to positive improvements in their lives.

Volunteers will be equipped, following their training, to mentor clients who may disclose a wide range of issues such as problems with managing money, housing, addictions, confidence, communication skills and low skill base.

Volunteer mentors meet with their nominated client for an average of one hour per week. The first step is in identifying the client's key goals and establishing steps to be taken for their fulfilment. The focus of the mentoring from then on is in jointly reviewing progress and setting the necessary goals for the following week. An integral part of the role is recording this progress in 'StartaFresh' documentation and relaying information to the 'StartaFresh' co-ordinator.

### **How often will I meet my client?**

Mentors meet with each client for approximately one hour on a weekly basis. The length of time spent mentoring each individual varies depending on their progress and needs. Meetings will take place between the hours of 9.30 and 3.00. The exact times can be agreed between you.

## **Requirements of Mentors:**

Mentors will be selected in accordance with set criteria and will be assessed before and after training

- To be non-judgmental, non-discriminatory and demonstrate respect for other people's point of view with a sensitivity towards people from different educational, social, economic, cultural, ethnic or religious backgrounds
- To be willing to provide support to their client, relevant to the issues raised in their individual action plan
- To be able to spend a minimum of two hours per week for 6 months, working with their client (meetings normally last about 1 hour, additional time may be needed for updating the individual's personal file)
- To be able to establish a mentoring relationship based on confidentiality and trust, adhering to the organizational policies and mission of Christ Church
- An awareness and understanding of the reasons for social exclusion.
- Experience of working with vulnerable adults, ideally in an education or health setting.
- Knowledge of the area in which they will be working, along with the facilities, support agencies and services available
- Interpersonal skills and the ability to enthuse others.
- Be able to provide written feedback and maintain accurate records where appropriate
- Have an understanding of the role of the 'mentor' and the boundaries within that role
- Compliance with the requirements of the Church of England 'Promoting a safe church' publication
- Be willing to work towards achieving a Level 3 Accreditation in Mentoring (or take part in equivalent mentoring training)
- An informal discussion, followed by an interview, submission of a completed application form, CRB check and two references will be required by all applicants

## **Confidentiality**

The mentoring volunteer's commitment to the mentoring relationship will be an essential part of their role. Clients rely on the skills, knowledge and encouragement of the mentor to help them succeed in their journey.

All information disclosed by your client during your meetings must remain confidential. Maintaining this confidentiality is absolutely crucial to the establishment of a productive mentoring relationship which is based on trust. A full definition of the confidentiality agreement will be part of the mentor training.

## **Training:**

Volunteers are provided with an initial free training programme enabling them to further develop their skills.

**Support:**

All volunteers have the benefit of ongoing support from the 'StartaFresh' co-ordinator who will function as their 'line manager' and with whom they will have regular 1:1 meetings and may speak to for advice and guidance as required.

Volunteer team meetings are held every four months; it is hoped that volunteers will make every effort to attend these meetings.

If for any reason you are unable to contact your co-ordinator, you are free to contact Mike Mills project director 07523312387

**Expenses:**

By prior agreement, all out-of-pocket expenses are reimbursed.

*N.B Applications from individuals who have previous criminal convictions are welcome but due to the nature of the work, two years must have elapsed since the completion of any sentence. We cannot accept applications from any individual who has at any time been convicted of a Schedule 1 offence.*

**If you would like more information, please contact Geraldine Crowley 07950464093**