

Job Description

Job Title	Targeted Services Officer for Volunteers and Mentors
Directorate	Children and Young People's Services
Service Area	Targeted Services
Grade	6
Competency Level	1
Salary	£34,314 - £38,626
Job Type	Hybrid
Location	Edge Hill Customer Focus Centre
Disclosure and barring service (DBS)	Enhanced with Child Barred List (Child Workforce)
Job Evaluation Ref No	A9785

Job Purpose

- To provide a range of services as required to courts, families, young offenders, young people at risk of offending, young people at risk of poor life chances, victims and the community
- To develop projects and activities with young people to enhance their skills, confidence, personal and social development
- To work with other agencies to maximise the resources and opportunities available for young people
- To co-ordinate and assist with the recruitment and training of volunteers and mentors
- To co-ordinate volunteer and mentor timetables and plan and support delivery of sessions
- To mentor, support and nurture mentors and volunteers

Directly Responsible For:

Volunteers and Mentors

Directly Responsible To:

Senior Practitioner

Main Areas of Responsibility:

- To work with and supervise young people in a variety of settings to reduce the risk of offending, reduce the risk of harm they may present to others and to ensure they are kept safe from harm

- To ensure the views and needs of young people are represented in the services and programmes that are delivered by Targeted Services for Young people and wider LCC services
- To record accurately all contact with and work undertaken with young people, maintaining appropriate records using the electronic recording system as required by Targeted Services for Young People
- To assess, plan and deliver interventions according to the needs of young people and their families
- To work with partners both statutory and voluntary and local communities to provide positive opportunities for young people
- Advocate for and represent young people in a variety of settings
- To ensure all programmes and activities are developed in line with the LCC commitment to equal opportunities and to provide non-discriminatory practice in all aspects of the work undertaken
- To support the recruitment and training of volunteers and mentors
- To maintain contact with all volunteers and mentors and disseminate relevant service information as appropriate
- To co-ordinate volunteer and mentor timetables and support mentoring intervention plans
- To develop, organise, support, and deliver mentoring sessions
- To match young people to mentors
- Day to day administration to ensure smooth running of mentor and volunteering services
- To complete, maintain and ensure enforcement of risk assessments
- To produce session recordings and quarterly written evaluation reports on the work and outcomes achieved in relation to service targets
- To be flexible in approach to the work to provide the most effective services to young people
- To complete exit interviews and one year post order reviews with young people

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance and deliver within budget
- Explores different options for funding and income generation

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

You will be expected to develop, organise, support, and deliver mentoring sessions. This may include physical activities that require your engagement to fulfil the agreed outcomes

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally

- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency **level 1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Graduate or similar level of qualification and/or experience in an area related to working with young people or the youth justice service (A/I)

Experience

Essential

- Experience of working with young people and their families (A/I)
- Experience of delivering group and individual programmes of work with young people (A/I)
- Experience of case management with young people (A/I)
- Knowledge of and experience of applying Child Protection procedures (A/I)

Desirable

- Experience of working in a team and the ability to contribute to team and service developments
- Experience of working to service procedures within a confidential environment
- Experience in the use of Microsoft Office, Excel and database systems

Skills/Abilities

Essential

- Understanding of risk and safeguarding issues for young people. (A/I/E)
- Ability to communicate effectively with young people including those who display challenging behaviour (A/I/E)
- Excellent verbal, written and interpersonal and assessment skills (A/I)
- Ability to use own initiative, prioritise workload and produce quality work within timescales (A/I)
- The ability to communicate and liaise effectively with colleagues, statutory and voluntary partners, and members of the public (A/I)

Desirable

- Ability to use electronic recording systems with a good level of administrative and organisational skills

Commitment

Essential

- A commitment to ensure equality of opportunity for all young people (A/I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- A commitment to continuous personal development and learning
- A willingness to respond to changes in a positive manner and to proactively seek improvement to working practices which contribute to the effectiveness of services to young people and communities

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level
- Essential car user, full clean driving licence (A)