



Job Description 2023



Role Description: Mentor/Assessor

Contract: 6 week rolling contract (**commencing 4th May 2023**)
Part Time (2 days a week – 12 hours a week)

Reporting to: Chief Executive.

Salary: M6: £38,810 p/annum (pro-rata)
+ employer opt-in pension contribution of 3%
+ 45p mile travel during work (see HMRC exclusions page 5)

Reporting to: Chief Executive
Main place of work: **REMOTE** and occasional on-premises: in-person.

Additional visits: The Old Free School, Watford (office) for AGM
monthly office team meetings via Zoom

Purpose:
To help participants referred by Jobcentre Plus on behalf of Watford & Hemel Hempstead jobcentres. To receive candidates for Mentoring after a 1 day training via an Impactful Governance colleagues and runs as part of a 40 hour qualification level 1 NCFE accredited course called "GREEN JOBS"..

Role:
We are looking for someone with previous experience of supporting unemployed people (some with disabilities or other barriers) into paid work.
Prior experience of Mentoring or a Qualified Teacher, is essential.

There is a need to meet 4 clients a day and 30 minutes of admin time is provided (6 hour), to complete any paperwork, updating our CRM system and making phone calls/sending emails & zoom invites..
The main focus on this role is to find out what motivates people and inspire them into suitable work, ideally 100% of clients need to complete the programme.

Beneficiaries:

- Department of Work & Pensions, claimants
- Disability clients or those with other barriers to work
- Single parents
- People aged 50+

Target Audiences:

- The participant list will be made available together with existing contacts from our database and other potential participants who will need to be added to our CRM (HubSpot) prior to contacting.

Potential Stakeholders & votes:

- Watford Jobcentre Plus
- Hemel Hempstead Jobcentre Plus

Partnership

- Some reporting back on progress will be necessary and liaising with the Assessors, internal quality assurance (IQA) and admin/finance officer.

Main Duties:

- The Mentor/Assessor will work with our Chief Executive on delivering however, the preparation, job searching and our Mentoring Tools will all be carried out by the Individual Mentor in online using Zoom.
- To engage and make recommendations in collaboration with the Internal Quality Assurance (IQA).
- Work within our Policies and Procedures and ensure that the organisation Aims and Values are being met.
- Work in accordance with processes including when working with vulnerable adults: Safeguarding and Data Protection.

Brief:

- To help people discover their potential ambitions by inspiring and motivating them.
- To look at current job vacancies and assist people with our support:
 - Wheel of Work
 - What Works, Strengths & Weaknesses
 - Goal Setting
 - CV writing, applications and achieve a paid job.

4 x 1 hour weekly Mentoring slots (per client) are diarized and allocated.

- The ideal end product will be full time or part time paid employment.

Background:

- This model will continue to be rolled out to other jobcentres.
- The target to achieve is 8 participants per project period (4 per day).
- Some sessions may not need to be delivered if they move into employment before completing the sessions when alternative work will be carried out however, the Mentoring is part of a full qualification.
- Full participation of all clients would take approximately 6 weeks.

It is a requirement of this role that **all staff have a clean enhanced DBS** clearance before commencing any in-person work. DBS online is the preferred method of checking. If you do not currently have an online (portable) enhanced DBS, one will be processed for you (current unspent convictions must be disclosed). **All REMOTE sessions are to be recorded and reports generated** to evidence participant attendance for the project.

Impactful Governance is a Social Enterprise, Not-for-Profit Community Organisation, registered with the C.I.C. Regulator and annually reports to Companies House. We are an SME Climate Hub, members of ERSA (employment Related Services Association) and members of Social Enterprise UK.

Teamwork

- You will contact client leads from a “warm handover” from our staff.
- Attend Team review meetings to refine services by zoom.
- Participate by: attending our Annual General Meeting (Away Day) in December followed by a celebration event (if contracted within the period).
- Discussing potential funding and identify opportunities to increase revenue for the organisation, in line with our Aims, Mission and Vision.

Additional Requirements of the role:

- Improving customer relationships.
- Working with a wide range of audiences.
- Attend networking events for the recruitment and promotion of Impactful Governance - Community Interest Company's campaigns and publicity.
- Attend network/conference events as an Ambassador to promote the organisation.
- Keep abreast of issues surrounding local employment (labour).
- Provide input to an annual Impact Report based on findings of an Annual Away Day, ready for the AGM.
- Attend an annual Away Day - information sharing to advise, revise and improve the Business Plan.
- Ensuring a programme of support is available through training materials in our areas of support.
- Adopt the Mission of Impactful Governance - Community Interest Company throughout your interactions and work.
- Encourage everyone to work towards our vision.
- Contribute to marketing, publicity and sales campaign materials.
- Work in accordance with other statutory integrated working processes including when working with vulnerable adults or children: person-centred planning and support planning where appropriate
- Abide by Data Protection, keeping confidential and accurate records, including **only** storing client information files on Impactful Governance - Community Interest Company **CRM** database and undertake all quantitative and qualitative monitoring within expected timeframes whilst also adhering to Data Protection registration and purposes.
- Work in accordance with and actively promote the values of Impactful Governance - Community Interest Company, including equality, diversity and inclusion.
- Actively participate in Impactful Governance - Community Interest Company training and Away Days as well as Team meetings.
- Work within the framework of Impactful Governance - Community Interest Company's policies and procedures, particularly in terms of confidentiality and safeguarding.
- Other evolving practices that may arise in the course of meeting the requirements of this role.

Expenses

Travel at 45p a mile when using own transport for business use within the working hours (as an environmental last resort).

Travel to work:

- a. We have set up a discounted travel scheme with Arriva for anyone on our programmes or for staff at <https://www.arrivabus.co.uk/business-travel/employer-travel-club/impactful-governance>
- b. Travel to and from work does not form part of your working hours nor does it qualify for any travel expenses as expressed by HMRC:
 - i. ***“All non-business travel is counted as private. This includes the journey between an employee’s home and permanent workplace.”***

Leave

A **Leave Policy** applies and is provided within the application process.

Inclusive Practices & Impact

An **Equality, Diversity and Inclusion Policy** applies and is provided within the application process. All employees are expected to have a warm, welcoming approach to all sectors of our community and particularly disability and Gender. As a Disability Leading organisation (DWP level 3) we expect all clients, staff, volunteers and visitors to be treated with respect and kindness.

Negative comments made by clients or service users must be challenged and may result in that person being removed from our activities.

As an LGBTQ+ led organisation that conducts research and makes recommendations about LGBTQ+ inclusivity, we expect all staff to support the whole of the LGBTQ+ community and individuals and any disrespecting of the LGBTQ+ individuals or groups will result in being asked to leave the organisation.

Negative comments made by clients or service users must be challenged and may result in that person being removed from our activities.

This document is updated regularly and other services or approaches may be developed throughout the year to provide maximum support to our communities. All training materials, exercises and support processes developed during your role are copyright and remain as Intellectual Property of Impactful Governance - Community Interest Company.

Part of our vision as stated within our Impact Report is that:

- “That we are all happy in our work and have fun”

All communication with staff, participants and partners must always show the utmost respect and politeness. We have a zero-tolerance for bad language, bullying or harassment or purposefully disrespecting anyone. We are a Level 3 Disability Leader organisation and protect all staff, participants and colleagues from potential harm or distress.

(updated 7th April 2023)

Deadline for applications: 21st April 2023
Commencing: induction 4th May (then 2 days a week)