



## **POSITION DESCRIPTION**

**Position Title:** Mentoring Coordinator

**Reports To:** General Manager, Community Programs

**Approved by:** General Manager, Community Programs

**Signature:**

**Date Approved:** January 2012

### **OPERATING ENVIRONMENT:**

YWCA Victoria improves the lives of women by ending inequality. Our vision is to deliver exceptional services focused on creating opportunities for women facing disadvantage and be a powerful voice for women's equality.

As an independent, contemporary organisation, YWCA Victoria is supported by the YWCA owned and operated Jasper Hotel, government funding and a range of community partners to provide exceptional services and advance opportunity to Victorian women. The programs, operating out of six sites across Victoria, are designed to have a major impact on women's lives, boost self-esteem and social connection, and to alleviate the effects of homelessness, poverty, discrimination and other barriers to full participation in the community.

[www.ywca.net](http://www.ywca.net)

[www.facebook.com/ywcavictoria](https://www.facebook.com/ywcavictoria)

### **The Role**

The position will be solely responsible for the delivery of the Asista Mentoring Program. The program is funded to provide match support for 20 volunteer mentors and 20 mentees aged between 12 and 18, who have involvement with the Child Protection System with the Department of Human Services. The program coordinator is responsible for recruitment, screening and training of female volunteer mentors, the provision of ongoing support to mentors and matching mentors with referred young women.

Gender specific mentoring is a key priority for growth for YWCA Victoria and the coordinator position will play a key role in pursuing opportunities to expand the organisation's portfolio.

The Asista Mentoring Program is funded by Department of Human Services Western Metropolitan Region and is recurrent.

## **KEY ACCOUNTABILITIES**

Program coordination for Asista Mentoring program:

- Successful recruitment, screening, training and support volunteer mentors
- Maintaining successful matches between mentors and mentees
- Program planning, implementation, evaluation of DHS funded program
- Liaison with DHS case workers and contract managers and regular reporting of mentoring activity
- Plan and develop growth strategy for expansion of mentoring service delivery
- Apply for funding to expand mentoring

## **Duties:**

- Coordinating and delivering volunteer recruitment training and support programs, including group and individual training
- Mentor supervision and support - including volunteer support and provision of on-call support and supervision of the mentee/ mentor matches
- Promoting the program where appropriate including program development and monitoring
- Organisation of monthly mentor support meetings and the implementation of a series of Community Day events across the year
- Planning, implementation and evaluation and continuous improvement of action research program framework
- Liaise with relevant DHS staff, community workers and family members
- Ensure that DHS protocols and procedures are followed by DHS staff, community workers, family members, mentors and mentees
- Regular progress report for manager and updating of Database, case file management and program reporting
- Represent YWCA Victoria in public forums & advocate on key issues
- Seek partnership and funding for the expansion of mentoring service delivery
- Other duties as directed by Manager

## **Selection Criteria:**

- Experience in working with at-risk young people
- Ability to coordinate, support and deliver relevant training and support structures for volunteers
- Ability to work in partnership with a range of individuals, government departments and community groups
- High level communication skills
- Experience in program development
- Experience in development of partnerships
- Experience in seeking program funding
- Experience in staff management
- Capacity to work independently as well as a part of a team

## **Qualifications and Experience:**

- Qualification in social work or a related discipline or extensive experience relevant to this position
- Proven experience working with the target group including high risk young women
- Proven experience in community work including understanding the role of a volunteer
- Knowledge of the range of services required by young people with support needs
- Knowledge of the Victorian Department of Human Services Child Protection System

**YWCA Victoria is a Smoke-free Workplace**  
**This job description may change from time to time.**

## **RELATIONSHIPS**

**Supervises:** A team of volunteer mentors  
May be required to manage additional staff

**Internal relationships:** Community Programs and Housing Team  
Finance staff

## **Conditions**

- This position is 0.8 FTE
- Social, Community, Home Care and Disability Services Industry Award (Level 6)
- Out of hours work is required particularly as most recruitment, training and supervision is done when volunteers are available
- Time in Lieu is available
- The position is also required to be on call on some evenings and on weekends; an on call allowance is paid. This on call service is for telephone support to mentors only and is normally only used in crisis situations
- The position is based at an inner city location. The position includes some travel (Pool vehicle will be provided for work related travel)., and appointment is subject to the completion of a successful police check and Working With Children Check
- All YWCA Victoria employment contracts have a six month probationary period
- Flexible salary packaging benefits are available to all staff.