

POSITION DESCRIPTION

Job title:	Mentoring Coordinator
Responsible to:	National Practice Manager / General Manager
Responsible for:	0 direct reports 40 volunteer mentors per year, across the programme (indirect reports)
Job purpose:	<p>This job exists to recruit, screen and onboard volunteer mentors, matching with vulnerable children and young people who are affected by the imprisonment or incarceration of a parent or caregiver.</p> <p>Interview and engage with vulnerable children aged 5-17 years old, matching with mentors.</p> <p>Provide wraparound support for children and youth from a whānau led approach.</p> <p>Provide ongoing individual and group training of mentors, to grow their skill set and build connection.</p> <p>Positively promote Pillars Ka Pou Whakahou through networking events, presentations and other opportunities.</p> <p>Provide opportunities that engage the programme outcome objectives through the delivery of planned events and community-based activities.</p>
Financial responsibilities:	\$0 delegated level of authority

KEY RELATIONSHIPS

External:

- Clients and their Whānau
- Government agencies and social service providers, i.e. Prisons, Oranga Tamariki, Māori organisations, Pasifika organisations, churches and faith based groups, community based services.
- Iwi

Internal:

- Pillars Ka Pou Whakahou Staff, Contractors, and Volunteers

KEY RESULTS AREA

The position of Mentoring Coordinator encompasses the following major functions:

1. Mentor Programme and Leadership
2. Case Management
3. Cultural Awareness
4. Marketing and Event Delivery
5. Other Duties and Compliance

Key Results Area	Jobholder is successful when
<p>1. Mentor Programme and Leadership</p> <ul style="list-style-type: none"> • Recruit volunteer mentors, screening them for appropriate skills and motivation. Ensure they are safe, and any risks are managed. • Onboard volunteer mentors and provide ongoing support, training, and supervision. Grow their skill set and commitment for the provision of the Pillars Ka Pou Whakahou programme and provide regular feedback and coaching. • Optimise the effectiveness of the Pillars Ka Pou Whakahou mentoring programmes, proactively seeking opportunities to enhance the programme. • Engage with children according to the programme eligibility criteria, and match with suitable mentor. • Support the development of the mentoring programme within the following service outcomes: <i>Active and Healthy:</i> children who are active and healthy, with positive physical and mental wellbeing. <i>Crime Free Living:</i> children who are living a crime free lifestyle. <i>Community Involvement:</i> children who are connected, respected and contributing to their world. 	<ul style="list-style-type: none"> • Grow a pipeline of mentors • Risks are identified and mitigated. Conflict of interests are managed. • Mentors are rewarded and feel valued. • Mentors have necessary professional and personal development to grow in their role. • Agreed programme outcomes are achieved and within agreed timeframe. • New ways of working benefit Pillars Ka Pou Whakahou, Pillars Ka Pou Whakahou clients and their whānau .

Key Results Area	Jobholder is successful when
<i>Education:</i> children engaged and attending school.	
<p>2. Case Management</p> <ul style="list-style-type: none"> • Collaborate with the wider team, ensuring assessment, planning, closure, facilitation, and advocacy is completed with the mentor, with the child(ren) and family wellbeing met. • Work with Government agencies, social service providers and other professionals while the client and whānau are on the Pillars Ka Pou Whakahou journey. • Participate in Professionals meetings in discussion with the Social Worker, Clients Whānau and Support Workers, and follow up on actions resulting from the meeting. • Regular communication with children’s whānau, keeping them updated with relevant information. 	<ul style="list-style-type: none"> • Regular engagement with the Mentoring Coordinator, other Pillars Ka Pou Whakahou staff and external agencies – with high level of communication and trust. • Meeting all targets in a timely manner, in accordance with Pillars Ka Pou Whakahou Strategic Plan. Including closures planned at least three months in advance. • All actions from meetings are completed.
<p>3. Marketing and Event Delivery</p> <ul style="list-style-type: none"> • Support the marketing of Pillars Ka Pou Whakahou through networking, presentations and event management, proactively engaging and grow support for Pillars Ka Pou Whakahou and its mission. • Build existing and new relationships with community recreation sponsors to provide free / discounted passes for activities. • Event planning and management, and administrative tasks including budget management, promoting Pillars Ka Pou Whakahou work. 	<ul style="list-style-type: none"> • Increased awareness of Pillars Ka Pou Whakahou, growing interest and support. • Positive sponsorship outcomes. • Events that support the mentoring programme outcomes are successfully delivered.
<p>4. Cultural Awareness</p> <ul style="list-style-type: none"> • Practice is in accordance with the partnership inherent in the te Tiriti o Waitangi. The service provided is client focussed and planned in regard to cultural, religious, and other individual needs. • Actively promote the philosophy and practice of Kaupapa Māori ora. 	<ul style="list-style-type: none"> • Demonstrates an active understanding and commitment to te tiriti o Waitangi • Tikanga Māori is upheld, with support being professional, courteous, and respectful. • Continuous learning and engagement of cultural supervision and wananga provided by Pillars Ka Pou Whakahou.

Key Results Area	Jobholder is successful when
<ul style="list-style-type: none"> Promote and monitor cultural safety and the improvement of Māori wellbeing. Values, beliefs, and customs of indigenous peoples from lands across te moana-nui-a-kiwa (peoples of the pacific) is respected. 	
<p>5. Other Duties and Compliance</p> <ul style="list-style-type: none"> Duties are not limited to those specified, so further tasks may be delegated on a project or ongoing basis. Comply with all Pillars Ka Pou Whakahou policies and procedures, including Health and Safety and Code of Ethics. Complete ongoing learning and development, including annual performance review, professional development plans and feedback sessions. Participate in staff meetings, peer support and inhouse training. Participate and cooperate in all team activities, including Children of Prisoner’s week, fundraising and public relations events. 	<ul style="list-style-type: none"> A proactive flexible approach is undertaken to achieve Pillars Ka Pou Whakahou business objectives and client case load. Awareness of Health and Safety requirements and procedures, reporting any accidents incidents or near misses. Responsible for own and team health and safety. Awareness and compliance with all Pillars policies. Positively present Pillars Ka Pou Whakahou, promoting their vision, mission, and all values. Keep abreast of new developments by attending appropriate courses, conferences, and training. Sharing knowledge with wider Pillars Ka Pou Whakahou team.

PERSON SPECIFICATION

Qualifications:

Essential	Desirable
<ul style="list-style-type: none"> Tertiary level qualification relevant to youth and/or the social services sector, or experience working in a social service or provider organisation. Full drivers licence. 	<ul style="list-style-type: none">

Knowledge / Experience:

Essential	Desirable
<ul style="list-style-type: none"> • Minimum 3 years’ experience working in a social service or provider organisation. Working with vulnerable children, their whānau and government agencies. • Recruitment and leading teams. • Educating and training adults, individually and in groups. • Knowledge of and practice the Privacy Act 1993. 	<ul style="list-style-type: none"> • Te Tiriti o Waitangi and issues affecting Māori wellbeing. • Māori models of practice and cultural competencies. • Social media management and administration. • Event management and budgets.

Key Skills / Attributes / Job Specific Competencies

Expert level	<ul style="list-style-type: none"> • Relationship management • Empathetic • Cultural Awareness • Interpersonal skills • Communication skills – oral and written • Listening • Attention to detail • Influencing and advocacy • Leadership • Coaching • Risk Assessment • Team player • Time management • Team player • Conceptual thinking • Analytical • Resilient
Competent level	<ul style="list-style-type: none"> • Computer literate • Highly organised • Adapt quickly to changing priorities and tight deadlines • Self-awareness • Self-confident • Continuous learning and improvement • Risk assessment • Self-starter (working independently) • “Charity heart” – Pillars Ka Pou Whakahou relies heavily on volunteer contribution at all levels of the organisation.
Awareness	<ul style="list-style-type: none"> • Knowledge of the criminal justice system • Financial / budget management

Approved by

Employee Name

Job Title

Signature

Date

Approved by

**On behalf of Pillars
Ka Pou Whakahou**

Name

Job Title

Signature

Date
