



## Apex Scotland Job Description and Role Profile

**Position:** NEW ROUTES PERSONAL DEVELOPMENT MENTOR

**Responsible to:** Service Development Manager

**Location:** Tayside

**Salary Scale:**

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### Value Statement:

*All employees of Apex Scotland must work within the ethos of the organisation and apply themselves as per the Organisational Qualities and Values Policy.*

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### PURPOSE OF JOB

Provide advice and support through a mentoring relationship to encourage clients to engage in purposeful activity to improve their life and employability opportunities with the ultimate aim of reducing reoffending

### ROLE RESPONSIBILITIES & MAJOR ACTIVITIES

1. Facilitate the New Routes Service in the Tayside area. Acting as key liaison for prison referrals for the Tayside area and providing a mentoring service with a focus on employability.
2. Provide mentoring support to encourage and empower clients to engage in activity to improve their life, training and employment opportunities.
3. Contribute, as part of the wider partnership team, to the goals and objectives of the New Routes programme.
4. Communicate effectively with all partnership colleagues.
5. Maintain and ensure all monitoring and recording systems and business processes are kept accurate and up to date at all times

### TEAM AND SERVICE SUPPORT

6. Actively promote effective teamwork, problem solving, decision making and develop productive working relationships with colleagues, stakeholders, partner organisations. Facilitate and participate in meetings.
7. Contribute to the development of local initiatives and continuous improvement. Be open to change and encourage innovation. Participate in support and supervisory (appraisal) 1:1 meetings and team discussions. Record and communicate effectively.

8. Research, prepare and effectively report information. Use the appropriate systems for communicating, storing and retrieving information.

### **JOB SPECIFIC RESPONSIBILITIES**

9. With a knowledge of the challenges faced by people which may include experience of addiction, offending or homelessness, help them address these issues and overcome barriers.
10. Use your knowledge of mentoring approaches and methodology to maximise the engagement with service users so help them maximise their potential.
11. Work in partnership with relevant voluntary and statutory agencies and develop mutual support networks that would promote the aims and outcomes of the New Routes. This requires extensive awareness and knowledge of local services.
12. Using knowledge and experience of SPS protocols and prison working, work in partnership with the prison service to identify and engage with service users who can benefit from the service.
13. Find Innovative ways to work with service users to identify and find informed solutions to the challenges. Plan, provide and manage activities to meet service users' needs.
14. Demonstrate competency to achieve and evidence short and medium term outcomes for clients that reflect attitudinal and behavioural change that can be measured.
15. Encourage individuals to present their own needs and interests and where required advocate on their behalf. Promote the maintenance of contact with the service.
16. Help individuals address offending (or potential offending) behaviour. Support them to develop positive alternatives to offending and anti social behaviour.
17. Where required address problems identified with community safety and social exclusion including factors which effect personal safety and wellbeing.
18. Assess and manage risk of harm and develop control for people who are at risk to themselves and others. Contribute to the management and prevention of aggressive behaviour.
19. Travel extensively throughout the area. This role requires high levels of initiative and time management, the need to be able to make confident decisions to benefit the service users within realistic measures.
20. Contribute to managing a budget and work effectively within this.
21. Where required manage a specific project.

### **PERSONAL DEVELOPMENT**

22. Take ownership of your own self development and highlight learning opportunities, agree development plans with manager, actively pursue continual improvement in your performance, skills and knowledge. Facilitate the development of other colleagues i.e. skill share.

23. Undertake a tailored training package in order to enhance their ability to mentor and case manage service users effectively. The training will enhance knowledge of referral protocols within and outside the partnership.
24. Undertake security and personal safety training in order to work in Scottish Prison Service establishments.

#### **ORGANISATION AND LEGAL RESPONSIBILITIES**

25. Conform to all Apex policies and local procedures with regard to processing TOIL, holidays, illness reporting, working hours, expenses claims, grievance procedures, petty cash, appraisals and development plans etc.
26. Conform to all Apex Scotland's and legal policies and practices regarding data protection and employment law. Uphold legislation on health and safety. Carry out your own responsibilities to reduce risk in this matter and promote a health and safety culture.
27. Where required, conduct risk assessments in the workplace, at meeting points and on any service user activities. Protect yourself and others from risk of harm or violence.
28. Ensure your actions promote and value equality, diversity, rights and responsibility along with supporting the maintenance of all Apex policies and procedures.

#### **OTHER**

29. Adopt a co operative and flexible attitude to providing cover or aid for other programmes, colleagues and roles when required, to meet the objectives of the service. Commit to all reasonable requests from your colleagues and manager.
30. Promote the partnership and Apex as a company and represent its interests in a professional manner while complying with all moral and acceptable dress codes of practice. Develop and evaluate joint working between agencies.
31. Undertake other service delivery that is particular to your specific programme or P.D.M. role (including H&S rep, First Aider etc)

June 2013



**New Routes - Personal Development Mentor**

**Person Specification**

	<b>Essential</b>	<b>Desirable</b>	<b>Evidenced</b>
<b>Experience</b>			
<i>Working in a person centred role</i>	*		
<i>Inter-Agency working</i>	*		
<i>Mentoring knowledge – approaches and methodology</i>	*		
<i>Partnership/multi partnership working</i>	*		
<i>Previous Work in Employment or Education or Training</i>		*	
<i>Working on your own initiative</i>		*	
<i>Service delivery (Groupwork and 1 to 1 sessions)</i>		*	
<i>Assessment and Action Plans</i>		*	
<i>Managing a caseload</i>		*	
<i>Working within a prison environment</i>		*	
<b>Skills</b>			
<i>Presentation</i>	*		
<i>Communication which is clear and unambiguous</i>	*		
<i>Time Management and Organisation</i>	*		
<i>Decision making</i>	*		
<i>Action Planning</i>	*		
<i>Effective team member</i>	*		
<i>Information recording</i>		*	
<i>IT familiarity</i>		*	
<b>Knowledge</b>			
<i>Barriers e.g. Addictions, Homelessness etc</i>	*		
<i>Mentoring approaches and methodology</i>	*		
<i>Criminal Justice System, Prison working</i>		*	
<i>Local area initiatives</i>		*	
<b>Qualities</b>			
<i>Innovative</i>	*		
<i>Enthusiasm and passion</i>	*		
<i>Flexibility</i>	*		
<i>Resilience</i>	*		
<i>Reliability</i>	*		
<i>Professionalism</i>	*		
<b>Current driving licence or access to own vehicle</b>	*		
<b>Enhanced Disclosure check</b>	*		

