

Job Description & Persons Specification

Job title: Volunteer/Mentor

Accountable to: Head of FICS & Outreach

This post is assigned to our FICS & Outreach services

Great Minds Together are a not-for-profit community interest company that provides bespoke wraparound support services and intervention for children, young people, and families who have special educational needs and disabilities and/or social, emotional, and mental health needs. Our ethos as an organisation is to provide better outcomes for children, young people, and their families.

We are looking for individuals who have a passion for working with children, young people, and their families. You will have the resilience to continue to work with challenging children & young people with either/or special educational needs, disabilities social/emotional, and mental health needs. You will strive to achieve good outcomes and support both the young person and their families with any concerns they may have. We work alongside other professionals and agencies towards our shared vision to achieve a better quality of life for children, young people, and their families.

Role

- Provide support to families of children and young people with SEND / SEMH needs.
- Provide support and deliver bespoke interventions to children and young people in line with their individual needs face to face or virtually.
- Liaise with other agencies e.g., school, social care, health, and local authorities.
- Attend meetings to support parents whilst working in partnership with any other agencies involved.
- Signpost resources in order to empower parents and families.
- Ensure regular contact is made with the parent/families.
- Keep accurate records by using a variety of computer systems.
- Manage a caseload of families and young people.
- Create child need assessments and intervention plans in collaboration with the young person, family and agencies.
- Provide support to the whole family with associated issues such as housing, benefits, food banks, mental health and wellbeing etc.
- To work & liaise with Family Wraparound Co-ordinators/Case Holding Supervisors if supporting members of the same family.
- To ensure you understand and comply with Great Minds Together procedures for promoting the safeguarding and welfare of children and young people and raising any safeguarding concerns with the appropriate person and/or agencies.



- To build up knowledge and understanding of Great Minds Together resources, local resources, community and statutory services including Mental Health, Education, Social Care, Health, CAMHS, Schools and voluntary services.
- Provide regular case updates to Direct Line Manager.
- Provide written reports when required both internally to management and externally for other agencies.
- Take personal responsibility to complete actions agreed in meetings where the organisation is tasked or enlisted to assist.
- To comply with Great Minds Together Health and Safety policy, data protection policy, and any other policies and procedures, in order to protect your own and other's health, safety, and welfare.

Skills & Qualifications

- Good interpersonal, communication and active listening skills
- Commitment, resilience and tenacious professional attitude from the beginning through to resolution, making a positive difference.
- Solution-focused approach.
- Ability to use own initiative whilst also knowing when to seek advice and help.
- Willingness to undertake any further training and development.
- Demonstrate an understanding and awareness that everyone has something new to learn.
- Confidence & ability to manage difficult conversations and ensure conflict is kept to a minimum through joint working.
- Competent IT skills in order to maintain accurate records.
- Flexible working approach.
- Ability to "think outside of the box" in order to provide the best solutions and outcomes.
- To have a flexible working approach due to the needs and services of the organisation.

Experience

- Lived experience of the SEND system.
- Use of technology including Microsoft Office packages.
- Awareness of the education system, SEND support (including the EHCP process) and health and social care involvement.
- Experience of working with children, young people and their families, either in a professional, volunteering or personal capacity.
- Experience in advisory work, coaching, problem-solving and supporting.

Additional Duties

Due to the nature of the work of Great Minds Together, tasks and responsibilities are, in many circumstances, unpredictable and varied and may include weekend and evening working. All staff are, therefore, expected to work in a flexible way when the occasion arises, when tasks not specifically covered in their job description must be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work, and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.



Expectations

To always work in line with the values of Great Minds Together, ensuring that the standard of support provided to families is the best it can be, that all staff operate in an understanding and non-judgemental way.

To ensure that all documentation and correspondence produced by the staff at Great Minds Together is of the highest standard, and relationships with professionals are positive and balanced even where there may be need to be professionally challenged.