

## JOB DESCRIPTION

**ROLE TITLE:** Youth and Family Mentoring Coordinator (*Guildford and Woking*)  
– Fixed term post until end September 2026 in the first instance

**REPORTING TO:** Sian Jones, Programme Manager

**LOCATION:** Home based with travel and work in Guildford and Woking, plus some travel across Surrey

**HOURS:** 21 hours per week over 3 days Mon – Fri, with some twilight working required

**SALARY:** £15,047 p/a (£13.78 p/h)

**CLOSING DATE:** Midday on 9<sup>th</sup> September 2025

**Surrey Care Trust** is a local charity that helps people to improve their skills for life, work and learning through counselling, education, mentoring and volunteering. Our programmes support disadvantaged families in improving their chances in life. Through our programmes we are enabling people throughout Surrey to overcome the disadvantage of low skills, poor educational achievement, limited opportunities and tough financial circumstances.

We offer a broad range of programmes - support for families and their children at our **Spelthorne Family Centres**; offering vulnerable and challenging young people an alternative approach to education at our **STEPS** learning centre; a free and independent youth **counselling** service for young people aged 16 – 25; **mentoring** young people and adults to help them gain confidence and make positive changes; improving mental health and wellbeing through **Steps2Work Wellbeing** and our nurture through nature programme at **Gateway** and **Outside and Active**; working to bring the community together and taken action on local issues with our **Stanwell Community Group** project; supporting 18-24's into employment through **Steps2Work** in Woking; and creating a different environment for people to learn new skills and give something back to society on our **Swingbridge Community Boats**.

### Our Vision

We are the local charity working with volunteers, to make Surrey a place where vulnerable people have the opportunities, skills and support they need to achieve their potential.

### Our Mission

We are breaking the Cycle of Disadvantage in Surrey by equipping vulnerable people with the skills and confidence they need to change their lives, and their futures.

### Overall purpose of the role

Your role will be to work closely with the family, the mentor and the professionals involved in the family (school etc). You will recruit, train, support and manage a bank of volunteer mentors who will be matched with young people living within the specific boroughs for the Youth and Family work. (NB the mentor is to be the primary person working with the young person or parent). You will work closely with the Wellbeing Team organising training and support groups for mentors. You will work collaboratively with all team members and external agencies building relationships with our partner organisations. You will manage a caseload of families/young people and their mentors to establish high quality support.

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### Duties and Responsibilities

- Recruit, train, support and manage volunteer mentors from a range of backgrounds
- Liaise with the project Manager and the team to ensure referrals are suitable
- Match volunteer mentors with young people and offer ongoing support to the young person and their family
- Attend, lead and support mentoring meetings and training as required
- Deliver high quality, early intervention, 1:1 Wellbeing mentoring for young people and parents and ongoing volunteer mentor support
- Liaise with colleagues and the Wellbeing Team to ensure all data and recording systems are retained in appropriate format and to deadlines for funders and SCT Board
- Liaise with schools, social workers, Mindworks and other voluntary and statutory agencies to identify the support already in place and build on existing networks in the borough – e.g. faith groups/sports/music or art clubs/LGBGT groups/Surrey Young Carers
- Liaise with other SCT programmes to develop and organise Wellbeing groups with other staff members
- Document all family contact, complete required paperwork and provide regular case studies linked to the recording systems required for Outcome measures to demonstrate impact.
- Attend relevant training and networking events to ensure ongoing opportunities for young people
- Promote the vision, aims and values of SCT
- Demonstrate and promote effective safeguarding practice
- Any other duties commensurate with the role

### Skills and Expertise

ESSENTIAL	DESIRABLE
<b>Education, Training and Work Qualifications</b>	
A Level standard or equivalent	National recognised relevant qualification e.g. youth work, teaching, counselling or psychology. Degree level or equivalent
<b>Relevant Experience</b>	
Experience of working with young people	Experience of working with professionals supporting young people, using motivational interviewing and solution focused techniques
Experience of working in an organisational, project or administrative capacity	Experience of working in a charity, with volunteers or within education
Good standard of computer literacy including Microsoft Office at intermediate level	
<b>Knowledge</b>	

Safeguarding awareness and training; recognising the importance of keeping children safe and reducing the risk of harm	An understanding of Child and Family Assessments and Early Help Assessments and the Surrey Continuum of Support.
An understanding of recognising the need for assessment, planning, intervention and reviewing in a restorative way in relation to supporting young people	Experience of working with, or supporting young people with confidence or mental health issues. An understanding of emotional, social, social media and level of risks with young people
An understanding of mental health issues	Trained in First Aid Mental Health or other mental health specific training
An understanding of emotional, social, social media and level of risks with young people	
<b>Skills and Expertise</b>	
Able to relate confidently to both adult volunteers, parents and young people	
Excellent planning, administrative and organisational skills	
Strong verbal and written communication skills	
Flexible in approach, using initiative, prioritise own workload without day-to-day supervision and work remotely	
Demonstrate a high level of professionalism and initiative when making decisions	
Good listener and a passion for young people to thrive	
Car driver with full licence, and living within close proximity to Guildford and Woking boroughs.	

### **An enhanced DBS is required for this role.**

**The role will involve travel to schools, coffee shops, houses and some home working.**

**For an initial discussion about this role please contact  
Sian Jones on [sian.jones@surreycaretrust.org.uk](mailto:sian.jones@surreycaretrust.org.uk) or Phone 07765257022**

**To submit an application please complete an application form and send it to [recruitment@surreycaretrust.org.uk](mailto:recruitment@surreycaretrust.org.uk)  
– Closing date for applications is **8<sup>th</sup> September****