



Job description

Job title: Mentor

Post No:

Grade: 7

Directorate: Housing and Communities

Reports to: Team Leader – Enabling Communities

Purpose of the job

To manage, maintain and monitor a caseload of Melton residents who have a varied and broad range of diverse needs, with a focus on resettlement, health, wellbeing, and employment. Your role will be to focus on improving outcomes for residents, and the Council by conducting a triage assessment to support those residents towards achieving digital, financial, and social independence. Your caseload will be reflective of the multi-functioning structure of a small team. This post will be to work within the Case Management Team (part of the Community Support Hub) at Melton Borough Council.

Main areas of responsibility

To promote, facilitate and assist in the development of the Council's corporate and strategic approach to service delivery and develop and implement a customer focussed philosophy towards the provision of the Council's services.

To be compliant with all Council policies, statutes, and regulations and to assist in the development and improvement of manual and computerised procedures and systems to ensure maximum efficiency in line with determined quality standards and performance indicators.

To produce regular, detailed quality management information and reports relating to performance management.

To work collaboratively with partners and customers and to utilise Partnership services where further assistance required in the areas of resettlement, substance misuse, mental health, domestic abuse, digital skills, and money management support.

To deliver the Council's Tenancy Management Course to support those tenants who struggling with their tenancy and or may be experiencing financial difficulty and to coach and mentor them through effective budgeting,

To develop and encourage the resilience and independence of customers through positive engagement and developing empowering relationships so that customers reduce their need for support over time.

To work closely with relevant Partners (e.g., Latham House Medical Practice, DWP) to target Health and Wellbeing initiatives for case management customers, especially those in receipt of the health element of Universal Credit and/or PIP.

To contribute to the Social Media effort (Twitter, Facebook, and YouTube) to ensure a positive image of the Councils work is delivered and to support the Case Management Team with targeted promotions and events.

To deal with incoming calls and referrals to the Case Management Team and be efficient, professional and exercise the highest level of integrity when dealing with personal and sensitive information whilst acting in accordance with the Data Protection Act.

To understand that the nature of the work may involve work outside of normal working hours and be proactive in attending training courses, seminars or meetings whilst embracing Continual Professional Development.

Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative, and resourceful; responding positively to challenges.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

Criminal background check

Safeguarding children and adults is of utmost importance at Melton. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands, or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies, and procedures.



Person specification

During the course of your career, you will have developed a holistic approach to enable you to develop effective relationships with individuals using strength based approaches to help, motivate and encourage behaviour change that will lead to a positive difference to people's lives.

You will be creative and deliver imaginative approaches to which positively engage with customers who may often be unwilling to be engaged.

You will be able to actively contribute to a positive team environment as member of the wider Housing and Communities Team, whilst also maintaining relationships with multiple Council Services.

You will have previous experience of providing direct support to individuals with complex level needs which may include resettlement, mental health difficulties, offending, substance misuse, domestic abuse, and educational issues.

You will have extensive experience of all aspects of case management including assessments, support planning, action planning and performance reporting.

You will be comfortable when working with issues of conflict and confrontation and you will be able to diffuse difficult situations using tact and diplomacy.

You will have a thorough understanding and knowledge of the issues facing unemployed people or those with low skills and be able to offer support and guidance to them, as well as an understanding and awareness of issues which may have an impact on the lives of individuals such as resettlement, domestic abuse, mental health difficulties, substance misuse and poverty.

You will have a sound understanding of the impact of discrimination on the lives of those that experience social exclusion and be able to work with people from diverse backgrounds.

You will have developed an understanding of the importance of empowering support if outcomes are to be improved and lifestyle changes are to be achieved and you will have demonstrable experience of working with individuals who may not be willing to engage with services.

You will have a firm understanding of the need to record the outcomes of interventions and set these against objectives and expected outcomes.

You will be a self-motivator and be capable of demonstrating initiative and the ability to work with minimal supervision.

You will be able to motivate and inspire colleagues from a range of agencies to work together in the best interests of individuals and the wider community.

You will be able to demonstrate excellent written and oral communication skills including the ability to produce reports maintain records and provide data for monitoring purposes as well as being familiar with a range of Social Media platforms.

Ideally, you will have demonstrable experience of working within or alongside the voluntary and community sector, ideally within a Public Service environment.

You will have an excellent knowledge and understanding of relevant legislation, and associated regulations in relation to child protection and adult safeguarding procedures.

Qualifications

Ideally you will have a Level 2 qualification such as IAG (Information, Advice & Guidance) and have an excellent level of English and Mathematical at skill level 2 or greater.

OR

Substantial experience in providing direct advice and guidance to individuals that clearly demonstrates the experience, skills, competencies, and knowledge outlined.