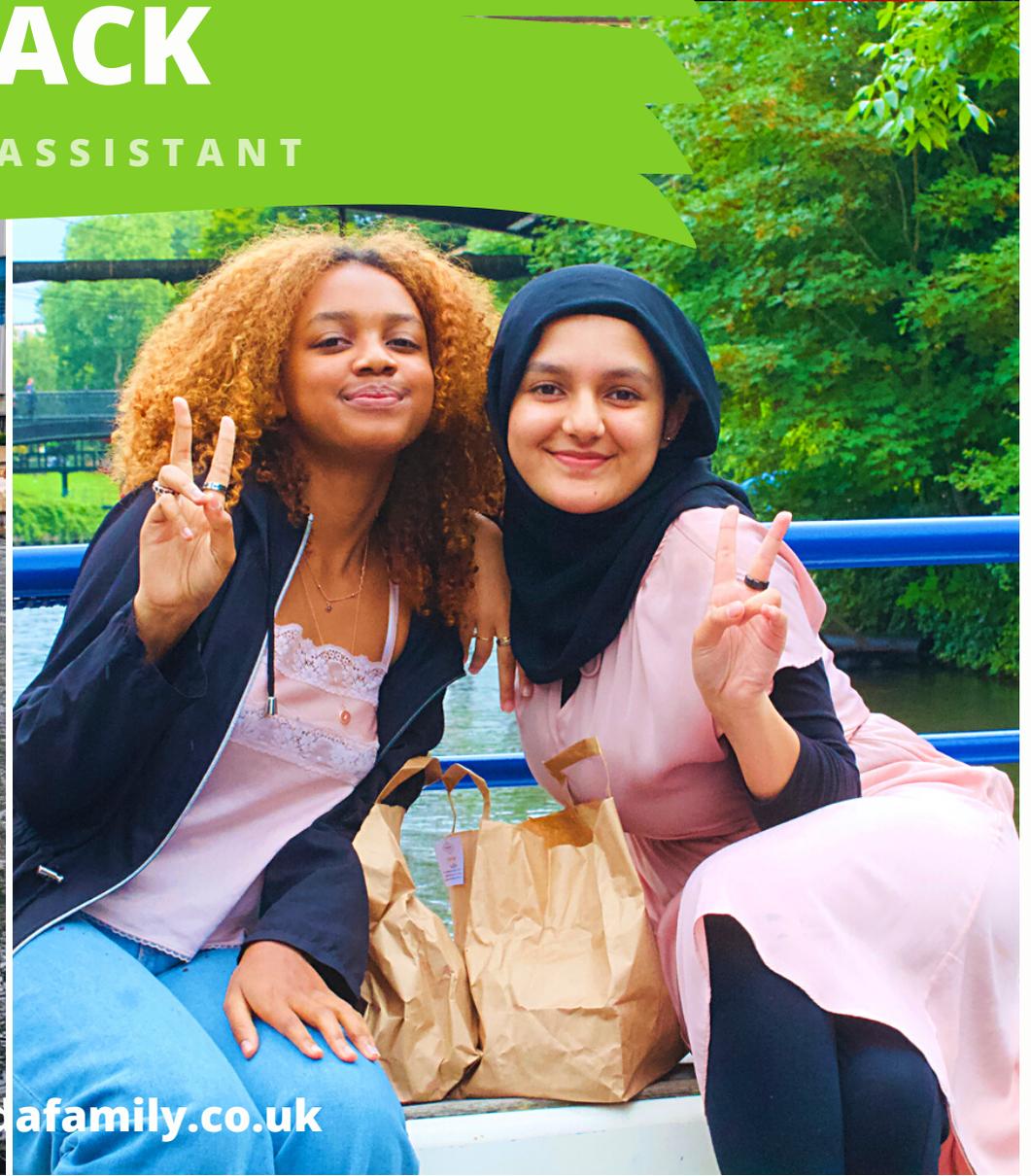




WESTMINSTER  
BEFRIEND A FAMILY

# JOB PACK

PROGRAMME ASSISTANT



[www.befriendafamily.co.uk](http://www.befriendafamily.co.uk)

# About WBAF

**Westminster Befriend a Family (WBAF) is a local charity, working closely with young people and families in Westminster and surrounding boroughs, empowering them to achieve their goals in life with the support of mentors. In our mentoring programme for young people, we work with skilled, dedicated and trained volunteer mentors who provide regular sustained support for three to six months in a goal-focused programme tailored for the needs of young people aged 10 – 25.**

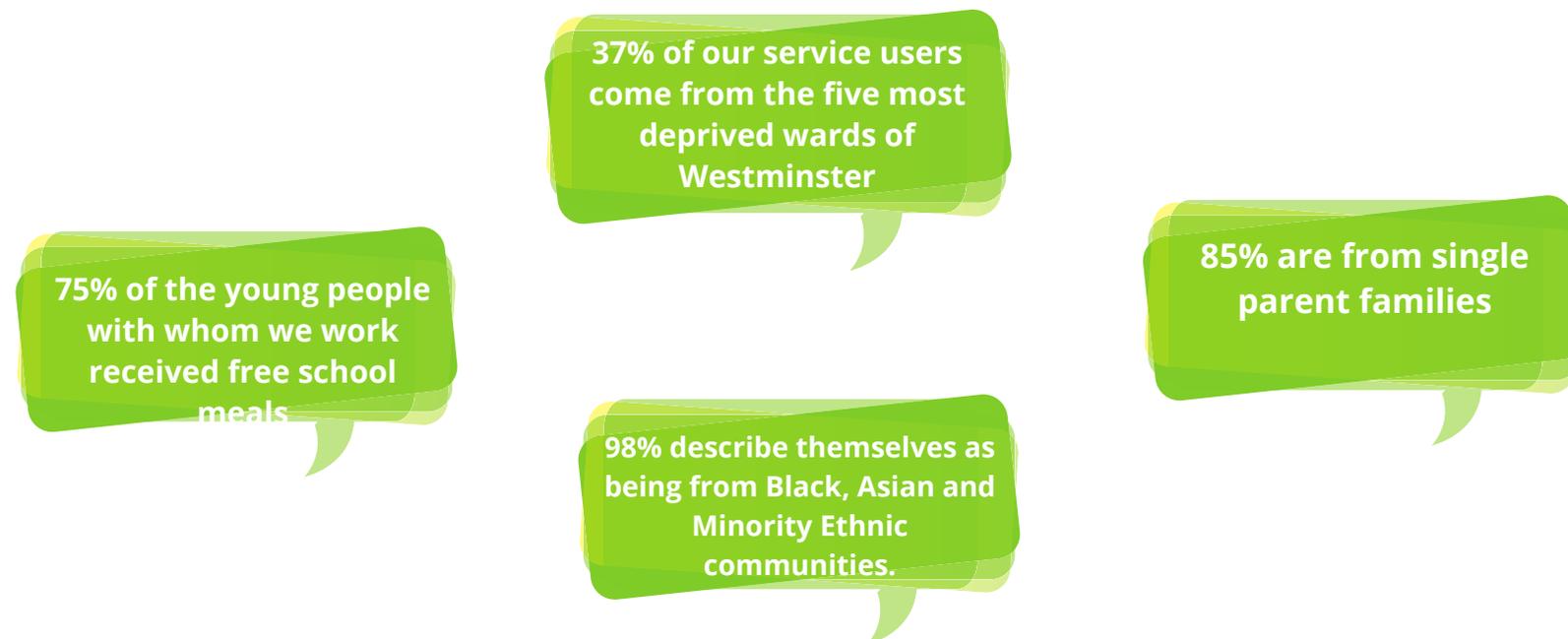
## We aim to

- **Boost well-being and confidence, developing a growth mind-set**
- **Increase connectedness and reduce loneliness**
- **Build autonomy, independence and self-actualisation through goal-setting skills**

**Our mentoring programme is based in positive psychology, supporting good mental health and wellbeing. Young people determine the focus of their mentoring, and support might include developing healthy family and social relationships, enhancing wellness, access to education and career development and building important life skills. Our mentors and the experiences they offer inspire positive change as they nurture trusting and supportive relationships**

## Who do we support?

While our programme is open to everyone, we target young people to ensure that we are supporting those who most need our support.



# WHY WE DO WHAT WE DO?

## WBAF'S THEORY OF CHANGE

### Problem

- Young people, new and young mothers, city-dwellers and people from Black Asian and Minority Ethnic communities are more at risk of experiencing loneliness
- Social isolation increases risk of poverty
- Poverty and social isolation have negative, sustained effects on mental and physical health, with the knock-on effect of avoidable strain on health and social services
- Westminster has one of the highest levels of child poverty in London and the greatest wealth gap in the country

### Strategy

- Provide immediate relief with consistent support from trained volunteers
- Connect people to their community
- Build individual's skills and confidence to independently manage challenges

### Action

- Effective and fast signposting and referral to relevant services
- Regular one to one social, emotional and practical support for at least three months
- Goal-focused engagement
- Support to develop a growth mindset

### Impact

- Participants are better connected to their community
- Participants are able to identify and achieve goals
- Participants have a reduced sense of loneliness
- Participants have improved mental health and well-being

### Vision

- Young people and parents who are struggling and/or isolated can recognise and achieve their potential
- Cycles of poverty are disrupted as isolation is reduced and opportunity is maximised
- The Westminster community is better connected
- Westminster's resources are maximised, harnessing volunteer power, reducing the burden on health and social services, and optimizing utility of existing services

What do our young people say about mentoring?



Mentoring helps you to get out of your comfort zone and build an identity you're proud of.



My mentor cleared up so many questions I had and gave me so much advice about my future, university and film because that's what I want to go into. She's working as a videographer which was perfect because she has been there and done that.



Mentoring has reminded me of my potential and it has been really great for my personal growth and confidence! When I think about achieving my goals I now have a clearer idea of how to do that.



Some sessions we would go online and I would say I just need to talk to you about loads of stuff and she was always there and it was great to be heard and given the space to express myself freely



## **Mentoring Programme Assistant**

### **About the role**

**Position title:** Programme Assistant

**Reports to:** Programme Manager

**Hours:** 37 hours per week

**Pay:** 22,000 - 25,000

**Location:** London, Victoria & Remote

**Closing date:** 21/09/2021

### **Position Summary**

As a Programme Assistant, you will support the Programme Manager with volunteer recruitment, training and management of our mentors, ensuring that our volunteer mentors feel supported during their journey working with young people and having a fantastic experience with us. In addition, part of the role of the Programme Assistant will be to assess and prepare young people for the programme. This support could range from receiving application forms and being the first point of contact, both for referrers and young people themselves, to carrying out assessment sessions and doing the mentor and mentee matchings. At WBAF, We work with young people with different needs, ages and backgrounds, so the right person for this role needs to be a great communicator, enjoys connecting with young people, has empathy and understands the challenges that young people go through on a daily basis.

### **Roles and Responsibilities**

#### **ADMINISTRATIVE SUPPORT**

- Ensure both client and volunteer folders are organised and include the necessary documents including DBS and references before mentoring begins
- Manage the master database, make sure all the data is inputted correctly and is up-to-date
- Assessing referral forms, both made by professionals and young people, and scheduling introductory calls between the young people and the Programme Manager
- Oversee weekly and monthly zoom mentoring session scheduling

## **VOLUNTEER MANAGEMENT**

- Respond to volunteer enquiries
- Provide support in volunteer recruitment, screening, induction and development of volunteer mentors through referencing, DBS checking, training and ongoing support.
- Organise and support the delivery of the mentor training and monthly supervision sessions
- Responsible for the monitoring and evaluation of mentoring projects - reporting on attendance, individual and group progress and overseeing the collection of baseline and endline surveys

## **MENTORING SUPPORT**

- Arrange and provide assistance in introduction and matching sessions
- Ensure all participants are aware of and adhere to safeguarding measures in line with the organisational policies
- Find relevant topics and invite guest speakers to enhance mentor learning and increase engagement in monthly mentor supervision sessions
- Research and explore opportunities to connect young people with appropriate services
- Support the Programme Manager with assessment and matching sessions, mid-term and final reviews
- Monitor the log sheets and ensure that all the mentors actively record their weekly sessions

## **SUPPORT TO YOUNG PEOPLE**

- Attend events and represent WBAF in line with our values and mission in stakeholder communication and at external events
  - Be the first point of contact in communicating and liaising with parents, young people and referrers
  - Help to organise focus groups and case studies young people
  - Explore different opportunities to organise face-to-face engagement activities for young people and mentors
  - Support the production of communications material with case studies and support to relevant campaigns using social media, in line with WBAF's digital strategy
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- **As the role evolves, the Programme Assistant may require to undertake other tasks assigned by the Programm Manager**

## Working at WBAF

**Holidays:** 25 working days (along with additional Christmas close down days)

**Pension:** There is a pension scheme available – new staff are automatically enrolled after three months or as soon as possible

**Team working:** We are a small but great team – supportive and always willing to help, teach and learn from each other

**Mentoring scheme:** We are also happy for you to get a mentor with us, this will be great opportunity for your personal and professional development

**Growth:** In the last year we've quadrupled the number of people we support, and we've awarded funding for a digital transformation. You will be a part of an ambitious and fast-growing team with further development opportunities in the upcoming months

## Applying for this role

**What to send:** A CV of no more than two sides, and a covering letter of no more than two sides explaining why you are suitable for the role.

**Submit your application via CharityJob**

**Deadline for your application:** Tuesday 21st September 2021

**We will aim to get back to you by:** Friday 22nd September 2021. if you are successful you will be invited for an interview with the Programme Manager and CEO and a potential second stage interview with some of our Young Ambassadors.

**Start:** October

	Essential	Desirable
Skills & Experience	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills</li> <li>• Good organizer - ability to manage multiple tasks</li> <li>• Great data management skills, including an ability to log and file important data accurately</li> <li>• Understanding of the volunteer sector</li> <li>• Experience working with young people</li> <li>• Passionate about supporting families to improve outcomes for children, young people and parents.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work with CRM systems and databases</li> <li>• Has knowledge or lived experience in the borough of Westminster</li> <li>• Use of Excel spreadsheets</li> <li>• Knowledge and experience with regard to safeguarding the welfare of children or vulnerable adults, ideally in volunteering contexts.</li> </ul>
Personal attributes	<ul style="list-style-type: none"> <li>• Personable and positive</li> <li>• People orientated</li> <li>• Good listener</li> <li>• Willing and able to work the occasional evenings and weekends</li> <li>• Passionate working with young people</li> <li>• Strong empathy skills</li> </ul>	
Values	<p>Trustworthy, non-judgemental, transparent, caring and compassionate, empowering, proactive, self-motivated and accountable</p>	