



CELEBRATING 30 YEARS OF GRANT-GIVING
JOHN LYON'S CHARITY
1991-2021

Potential Youth Mentoring (PYM) – Job Description – Service Co-ordinator

Reporting to: Chief Executive Officer (CEO)

Hours: 4 days a week

Salary: £21,000 - 4 Days

Term: Permanent

Location: Virtual from home - plus on-site days in Brent and Ealing as required and directed by the CEO

Potential Youth Mentoring (PYM) is a small but well-established West London Charity based primarily in the Brent and Ealing boroughs. We deliver one-to-one/group mentoring and outreach youthwork to vulnerable children, young people and their families.

Following the impact of the pandemic, the demand for our service has grown significantly. Our organisation will need to grow to effectively support our highly diverse communities, so that we can support many more children, young people and their families and help them to take back control of their lives, set their own goals and help them achieve.

We now need a dynamic and energetic Service Co-ordinator, with experience in the Youth and Community Sector, to take on much of the day-to-day tasks to support us on this journey and help our communities thrive.

Key aspects of the role:

1. Day to day face of the organisation with local service users, funders, statutory and non-statutory groups.
2. Innovative and flexible with a background in youth and community work to help the organisation, develop, diversify and grow.
3. Young person friendly with a great understanding and an empathic approach and creative solutions to the challenges they face.
4. Social media skills to support and increase the Charity's visibility and local presence.
5. Skilled IT and database operational skills to help keep the organisation on track.
6. Great written and communication skills to help expand the organisation and ability to identify and prepare funding bids.
7. Good networking and partnership building skills with Schools, Social Care, Police, voluntary and independent sectors.
8. Committed and passionate about improving outcomes and life chances for vulnerable children and young people.

Key Duties and Responsibilities:

1. To manage the daily operation of Potential Youth Mentoring (PYM) online and office based, as Covid restrictions allow.
2. To act as a bridge between the Mentors and their clients ensuring they are supported and trained to undertake their tasks.
3. Undertake routine tasks such as processing DBS checks and ensuring health and safety protocols are in place.
4. To support children, young people and their families to engage with their Mentors as appropriate.
5. To undertake quality control, follow up and liaise with referrers and children, young people and families, within a safeguarding context.
6. To operate at all times in a confidential manner, respectful of our clients privacy, dignity and the sensitive nature of the service.
7. To review and enhance, in-line with the CEO, systems and processes, in order to make them a better fit-for-purpose, including monitoring and quality assurance.
8. To build links with local and national funders and attend relevant network meetings.
9. To increase social media and website presence promoting the organisation to its community, service users and partners.
10. To help further develop performance management and quality assurance systems.
11. To proactively seek additional funding sources and undertake bid applications in conjunction with the CEO.
12. To assist with financial monitoring systems and processing of expenses etc .
13. To proactively identify new opportunities, create ways, such as events and activities, to expand the organisation and assist the Mentors and CEO in delivering them.
14. To contribute to the wider aims of PYM as directed and required, to ensure it reaches its targets and delivers on its programmes.

Skills:

1. A good understanding and empathy for the particular challenges that young people face, displaying good judgement in terms of safeguarding and escalating support.
2. Excellent organisational and IT skills.
3. Outstanding written and verbal communication skills with families, children, young people, partners and funders.
4. Excellent networking and partnership building skills.
5. Able to manage a busy workload, record all interactions and know when to seek help.
6. Social media skills.
7. Creating, co-ordinating and supporting effective reporting systems and channels.
8. Ability to pro-actively identify funding opportunities and prepare bids.
9. Ability to organise events and activities.
10. Ability to set up effective financial monitoring systems eg: reimbursement of expenses and accountability.
11. Flexible and young person focused – able to move from strategic conversations with partners to making young people feel welcome.

Experience

1. Experience of working with young people, especially those who face barriers and challenges within a safeguarding setting.
2. Experience of successfully working with statutory and non-statutory partners and building relationships.
3. Experience of planning and delivering events.
4. Experience of setting up systems and keeping accurate records eg: performance management and quality assurance.
5. Experience of financial systems.
6. Proven ability to communicate effectively, verbally and in writing, to work positively as part of a Team.



CELEBRATING 30 YEARS OF GRANT-GIVING
JOHN LYON'S CHARITY
1991-2021

7. Experience of working with external funders and seeking new funding opportunities.
8. Experience of project management, achieving targets, communicating well and working to strict deadlines.

Deadline for applications reply to:

info@potentialyouthmentoring.org.uk by midnight on Wednesday 16th March 2020

Any employment offer will be subject to safer recruitment checks including DBS and recent references.