**JOB DETAILS**

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| **Job Title**: Area Support Assistant | **Salary:**c: £22000 (Job Family 1) pro rataP/T Role (21 hours per week) |
| **Reporting to:**Area Operations Manager  | **Contract Term:**Permanent |
| **Location:**Tbc | **Date:**May 2025 |



**Background on WorkingRite:**

WorkingRite has been delivering a work-based mentored training programme for hard-to-reach young people across Scotland for nearly two decades. Our model is built on creating a one-to-one mentoring relationship between a trainee and an adult working mentor, selected from within the workforce of a local business - any kind of business. We also work throughout schools in Scotland, offering support to selected young people as they transition from the school environment.

Our work is with young people from challenging backgrounds who have not engaged with school or who have not achieved. With the complexity of the barriers faced by our young people increasing also means our support is hugely in demand. We expect to grow the number of young people we support year on year and our frontline staff support around 20 – 30 young people each year.

Our strategy is to work with young people **earlier, in more depth and for longer through our Choices, Chances and Connections programmes**

**Choices:** Reaching young people earlier in their lives who are disengaged from school and providing access to a vocational pathway while in the S4 year at school

**Chances:** more in depth support for the young people that have left school or who are progressing from the Choices programme. Workplace mentored placement opportunities and chances at real opportunities

**Connections:** Every young person on the programmes above achieving a positive destination will be offered a volunteer mentor who will support the young person for up to 1 year. This important phase uses community connections to build networks and positive relationships around the young person

**Employee Benefits:**

Our employee benefits reflect our culture which is built on an approach of full flexibility with accountability, and designed to help you make your most positive contribution. We offer:

* Flexible Working by Default (allowing you to agree a work pattern with your line manager that works for you from the start of your role)
* Annual leave you can flex around bank & school holidays
* An enhanced annual leave package of 28 days plus 9 days public holidays for full time employees
* Enhanced employee Pension scheme
* Employee Assistance Programme
* Wellbeing Days
* Additional leave after set years of employment
* Mintago benefits package
* We are also open to discuss job share applications.

**Diversity & Inclusion:**

WorkingRite welcomes all applicants and are keen to ensure our team reflects the diversity of Scotland and the communities we support. We encourage applications from disabled, LGBT and Black, Asian and Minority Ethnic backgrounds, along with candidates with any protected characteristics and from disadvantaged groups.

**Role Purpose:**

To support the operation of the Connections – Mentoring Programme.

The post holder will be responsible for:

1. Support the tracking of trainees who have moved into a positive destination
2. Support the recruitment of mentees onto the Connections programme
3. Update Connections Tracking admin sources and Salesforce Management Information System
4. Support the matching of mentees with a volunteer mentor
5. Monitor the matches ensuring Connections Calendar is updated, Meeting Reports by the mentors are completed in a timely manner and any concerns are escalated appropriately.
6. Support with reporting: Matches, Meeting Reports, Record of Mentor 121s, Halfway Reviews, Impact Surveys/Exit Reviews by Mentees.
7. Assist with collating case studies for matches
8. Support the initial and ongoing training of mentors
9. Support with celebration events for volunteers and mentees
10. Assist with programme promotion generally and on social media
11. Promote WorkingRite and representing the charity externally where required including supporting wider charity celebration or other events
12. Maintaining an awareness of current Health and Safety Policy and taking responsibility for your own safety and the safety of other members of staff who may be affected by your acts or omissions at work.
13. Ensuring the maintenance of confidentiality as required by company policy and the Data Protection Act.
14. Affording equal opportunity and access to all users of the services and those involved in its delivery in accordance with the Equalities policy.
15. Undertake any other reasonable duties appropriate to the post as directed by WorkingRite

**PERSON SPECIFICATION**

**Essential**

* Confidence in communicating with young people, volunteers and staff.
* Understanding of, and empathy with, the range of challenges young people and their families face
* Good personal communication and listening skills, including the ability to relate to different types of people
* Motivational skills including the ability to engage with young people and encourage participation in Connections Mentoring.
* Competent in the use of MS Office Outlook, Excel, Word and a willingness to learn
* Administration skills to support the programmes delivery
* Organised
* Ability to handle deadlines and problem solve under pressure
* Ability to work in a small team and follow the lead from Admin Coordinator/Connections Manager
* Awareness of the importance of good Health and Safety practices at work

**Desirable**

* Experience of supporting and developing young people with varying challenges
* Experience of volunteer support and/or coordination
* Experience of Salesforce management information system
* Experience in managing data using MS Office and Survey Monkey
* Experience of mentoring, counselling, or coaching
* Experience of training or assisting in training individuals and small groups
* Experience of adding creative ideas to an organisation