



Skills Training UK

training in a different class

Pastoral Care and Mentor

Location: Ealing, London

Reporting to: Operations Manager

Type: Full Time, Permanent

Applications will be accepted by curriculum vitae (CV) with cover letter explaining why you feel you are suitable for the position. To apply, upload your CV to our applicant tracking system [here](#).

Introduction:

Skills Training UK is a leading independent Apprenticeships and Traineeships provider partnering both Levy paying and SME employers with training to meet their needs. We are at the forefront of thinking and policy in skills, education, and employability. Each year we empower thousands of young people and adults to improve their lives by developing the skills and self-belief to progress.

Purpose of the Pastoral Care and Mentor Role:

The Mentor will be providing support and guidance to learners engaged on programmes within the Academies.

The purpose of the role will be to provide support to learners (one-to-one or groups) who may be experiencing difficulties related to social, emotional or behavioural problems.

It is also to help resolve issues that could create a barrier to the learner's ability to actively engage in learning and support the learner to overcome barriers that may be affecting their confidence to achieve their personal objectives and take positive steps forward in their personal and career progression.

Job Tasks and Responsibilities:

- Working with the team to identify learners who would benefit from mentoring and identifying the potential needs of learners who require help.
- Effective planning for the aims of mentoring with learners.
- Establish a relationship of honesty and respect with learners.
- Support learners who require help to overcome barriers that are preventing them from achieving their full potential.
- Implementing strategies and support for learners with self-esteem and confidence issues, including self-esteem and confidence building activities.



- Delivery of PSD training to learners within the classroom, to develop their personal, social development in areas such as healthy relationships, sex education etc.
- Supporting learners inside and outside of the classroom, during academy phase and work placement phase of their programme.
- Organising and running drop-in session for learners, where they can discuss issues.
- Listening to learners and helping them resolve a range of issues creating barriers.
- Encourage learners to talk about issues they feel they cannot normally share with others.
- Actively listen to learner concerns and empathise with their position.
- Tracking of and maintaining contact with learners who have erratic or concerning attendance patterns and those who have disengaged from their programme.
- Aiding learners with preparation for transitions into appropriate positive destinations.
- Support learners to make decisions and choices regarding possible and appropriate ways forward.
- Writing and agreeing action plans with learners, outlining the aims of the mentoring, and monitoring their progress.
- Liaising with trainers to contribute to the devising of Learner Journeys/Action Plans of learners actively working with, taking into consideration various individual learner needs.
- Where appropriate, engage with support workers, parents and other agencies who may be actively engaged in the welfare of the learner.
- Liaising with other agencies and making referrals where appropriate
- Ensure all learners are safe, ensuring company policies are followed in the instances of concerns to a learner's welfare or safety
- Motivate and inspire learners through the programme
- Maintaining accurate records and preparing written reports and evaluations
- Complete daily, weekly, and monthly reports as set and requested by Operations Manager to report on learner progress and any other related information
- Help secure funding to support learners with additional educational needs
- Work to, and achieve Company set key performance indicators
- Demonstrate commitment to equality and diversity, British Values and actively embed this within all teaching practices
- Ensuring adhering to Health and Safety always
- Attend training events / courses as required
- Manage and maintain own professional development through CPD and sharing best practice with other learning mentors
- Attend and actively participate in Academy meetings as directed by Operations Manager
- Completion of all and any other duties as reasonably requested by the Operations Manager



Required skills

- Have excellent communication skills (oral and written) and listening skills
- Ability to analyse problems and devise solutions
- Effective interpersonal skills
- Assertiveness in dealing with learners
- Determination to see problems and solutions through to the end
- Ability to empathise
- Ability to be impartial and non-judgemental
- Be professional, ethical and persuasive
- Excellent organisational and time management skills
- Ability to relate to young people and adults
- Be able to motivate and act as a role model
- Excellent negotiation skills
- Be flexible and adaptable
- Ability to work well under pressure
- Be able to engage and develop professional relationships with young people with potentially challenging barriers and from diverse backgrounds
- Ability to build rapport with external professionals/agencies
- Excellent report writing skills and the ability to maintain accurate records
- Be able to produce accurate daily, weekly and monthly reports
- Excellent ICT skills
- Be able to work competently with the minimum of supervision
- Be able to maintain a high standard of attendance, timekeeping, conduct and professional appearance
- Be committed to a high standard of support and care
- Have experience of programmes aimed at 16 - 24yr olds
- Have knowledge of the Ofsted inspection process

Education and experience

Essential

Level 2 IAG qualification

Level 2 Counselling qualification

Minimum of 2 years' experience working with young people aged 16-24

Desirable

Level 4 IAG qualification

Level 3-4 Counselling qualification

HND or Degree in Psychology

NHD or Degree in Youth, Community or Social Work

The benefits of the role:

- Generous holiday allowance



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- Excellent pension scheme
- Expenses
- Life Assurance
- Access to an Employee Assistance Programme

Equality of Opportunity:

Skills Training UK is fully committed to the principle and promotion of equal opportunities for all and opposes all forms of unlawful or unfair discrimination, direct or indirect. All employees are expected to actively support the development, dissemination and implementation of this aim and related policies and programmes.

Skills Training UK wishes to ensure that it complies with the requirements of the Equality Act. If you are a disabled person, please ensure that we know what you need so that we can make reasonable adjustments to help you succeed.

Health & Safety:

Skills Training UK is committed to the health, safety and welfare of its employees and customers. Health & Safety should form an integral part of normal working practices and all employees are expected to recognise their responsibilities under the Company's Health & Safety policy.

Continuous Improvement:

Skills Training UK is committed, and all employees are expected to work proactively to secure continuous quality improvement and achievement of the highest possible standards.

Probationary Period:

Appointment will be subject to a probationary period of six months in the first instance in the case of new staff to Skills Training UK.

Disclosure and Barring Service (DBS) check:

For positions involving working with children and/or vulnerable adults, the successful candidate will be subject to an enhanced Disclosure check through the confidential process administered by the Disclosure and Barring Service. A conviction may not exclude candidates but will be considered as part of the recruitment process.

