

FAMILY SERVICES POSITION DESCRIPTION

Position Title: Mentoring Specialist – North Star Mentoring of Erie County
Independent Living Program

Employee:

Reports To: Supervisor - Independent Living Program

Summary

Family Services' positions require employees to maintain certain skills and characteristics to perform job tasks successfully. These characteristics include the flexibility to work both independently and in a team environment, as well as willingness to do whatever it takes to get the job done while maintaining the highest level of professional integrity. This means maintaining confidentiality and following workplace policies and procedures, supervisory directives, and even changing work assignments if deemed necessary by management. Effective time management skills are essential to performing multi-task functions in an efficient manner. The ability to communicate effectively both in oral and written form is vital. This facilitates collaboration with clients and a range of other stakeholders. Effective written communication skills also result in meeting the documentation requirements of various funding sources. Additionally, Family Services stresses ongoing learning and professional development as well as openness to supervisory feedback.

This position requires the ability to respond to various differences among the agency's clientele and staff, including but not limited to economic, ethnic, religious, sex, age, and disability status. Workers should be sensitive to any and all differences. Employee must possess a capacity for appropriate assertiveness skills, the ability to assess and respond to verbal and nonverbal cues, as well as good relationship skills which allow for dealing with staff/clients under stress.

Position requires a commitment to Family Services' mission to strengthen families as the ideal nurturing environment for people, empowering individual members to grow. Employee acts in accordance with the Social Work Code of Ethics.

The position provides services necessary to enable adolescents, who are or formerly were in foster care or a residential setting, to begin, maintain and sustain a positive connection with an adult volunteer mentor. It provides comprehensive assessment for a youth to be matched with an appropriate adult volunteer mentor, individual guidance for both the mentee and mentor, agency referrals, facilitation of monthly mentee/mentor activities, and yearly annual mentee/mentor appreciation events. The Mentoring Specialist must maintain contact with referral sources and collaterals, check reference checks for potential mentors, and keeping on-going monthly and as needed open communication with both the mentee and mentors. Good written and verbal

communication skills are necessary. Daytime and considerable evening work, and driving to the service areas is required. Access to reliable transportation is essential.. Must be able to proficiently operate computer equipment. The individual in this position must be willing to go “above and beyond” the norm.

Examples of Tasks Performed and Work Assigned:

1. Recruits volunteer mentors for ILP youth using targeted and general recruiting strategies, then walks them through the application, approval, and matching processes.
2. Recruits youth mentees from within the ILP and guides them through the application, approval, and matching processes.
3. Provides initial and ongoing training, according to North Star requirements, to prepare the volunteers to mentor youth.
4. Coordinates and facilitates monthly mentor/mentee activities and yearly mentor/mentee appreciation events.
5. Provides on-going support and/or visits over the phone, face to face, or in person, to both the mentees and mentors that will enable them to maintain and sustain a positive mentee/mentor relationship.
6. Provides transportation for mentees to meet with their mentors if able.
7. Documents daily service activity to maintain proper case records.
8. Maintains open communication with the youth’s ILP case manager, ILP Supervisor, partnering agency Mentoring Specialist, and the Director of Programs.
9. Participates in monthly supervision with the ILP Supervisor.
10. Provides Erie County Office of Children and Youth caseworkers and/or Juvenile Probation Probation Officers updates regarding mentees that are involved in both programs
11. Provides mentees with guidance, counseling, and preparation for independence with appropriate assertiveness, professionalism, and positive rapport
12. Demonstrates coordination skills while working with families, mentors, mentees, outside agency staff, and other agency personnel.
13. Learns about and understands community organizations and their purposes.

- 14. Facilitates life skills groups or youth meetings as needed.
- 15. Participates in individual, team, and overall agency supervisory and staff development activities.
- 16. Interacts with primary, external, and internal customers of the agency in such a manner that the customer experiences increasing quality; participate as a member of a Quality Team.
- 17. Professionally represents the program and agency in meetings, public forums, and court appearances, as required.
- 18. Performs other duties as assigned.

Required Education/Experience

Bachelors degree in human services required and previous experience preferred.

Employee Signature

Supervisor Signature

Date

Date

Reviewed: August 2019