

## Volunteer Role Description: Mentor

### Shoreditch Trust

Shoreditch Trust is a charity which supports and empowers communities to tackle inequality and exclusion across deprived and disadvantaged neighbourhoods in the London Borough of Hackney.

### **Tackling Health Inequality is a key strategic priority for Shoreditch Trust.**

Adopting a person centred approach, our initiatives empower people to make choices about their health and wellbeing by providing people with practical experience, a fresh perspective, skills, knowledge and motivational support towards healthy living.

### Bump Buddies

As part of Shoreditch Trust's strategic aims it delivers the Bump Buddies Mentoring (BBM) programme. BBM is targeted to socially isolated women during pregnancy and early parenthood who may also be coping with a range of issues, such as poverty, homelessness, domestic violence, insecure immigration status, trauma, poor mental and/or physical health and FGM. The Bump Buddies mentoring (BBM) service works with women living in the London Borough of Hackney, which is the second most deprived borough and has the second highest level of child poverty in the UK.

### Strategic Aim

The overall aim of BBM is to provide a mentoring service that builds individual resilience and wellbeing, and community capacity and cohesion.

### Strategic outcomes

1. Improved social relationships – through the provision of one-to-one support and training we will increase programme participants' self-esteem and confidence, impacting on their ability to build and sustain positive relationships in their communities.
2. Enabling participation – giving programme participants' more choice, more voice and control, impacting on their ability to seek information about, and confidently access local provision to which they are entitled.
3. Increased resilience – helping programme participants to bounce back from adverse circumstances and experiences, make choices to support ongoing health and wellbeing, and to challenge entrenched and increasing inequalities.

## Volunteer Role Description

**Location:** Hackney, London

**Hours required:** minimum of 4 hrs p/week

**Minimum commitment:** 12 month period

## The role

The role of the Bump Buddies Mentor is to provide informal social support to Mentees during pregnancy and early parenthood. There may be additional stated objectives at the start of the relationship (e.g., increasing engagement with statutory and voluntary services, involvement in community activities). The success of the relationship is not dependent on these objectives being achieved, but they are seen as a potential benefit of mentoring over time.

## Mentor Training

Mentor Core Training is 7 days long, spread over 4 weeks. Training is divided into modules covering essential elements of mentoring, including the aims, rationale and processes used in mentoring, the role of the volunteer mentor, 'rules' concerning appropriate behaviour, and the development of key interpersonal and communication skills. Training also includes modules focusing on key programme issues, including safeguarding children, pregnancy health messages, personal safety, bonding and attachment, and birth preparation. Mentor training is delivered by programme staff and Hackney health professionals, and has been designed to support a range of learning styles and includes:

- Experiential activities
- Whole or small group discussions
- Case study exercises
- Skills practice
- Role play
- Individual reflection

## Key tasks, duties and responsibilities

- Visit mentees in children's centres, parks, cafes, and community centres
- Maintain continuity of support - weekly contact for up to a 16 month period depending on needs of mentee, as agreed at the assessment
- Provide listening ear, emotional & social support
- Share and explain key health messages for pregnancy and parenthood
- Offer practical support preparing for birth and parenthood (e.g., support writing birthplan)
- Offer advocacy where relevant, e.g., support mentee to attend antenatal, housing or immigration appointments
- Support mentees in accessing children's services, e.g., parent and baby drop in groups and parenting classes
- Via staff support, offer signposting to other services
- Model positive parenting
- Support mentees to develop links in their communities
- Attend all Core Training sessions
- Maintain and build mentoring skills by participating in ongoing training opportunities
- Attend group supervision
- Maintain contact with programme staff
- Maintain record of volunteering activity in volunteer database

## Corporate Responsibilities

- Ensure that customer care is the major priority for service provision.
- Ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Shoreditch Trust.
- Ensure a commitment to equal opportunities.

## Person Specification

### Essential

- Non – judgemental
- Reliable
- Good listener
- Excellent verbal communication skills
- Committed to the development of others
- Willing to use own time on user's behalf
- Discreet
- Able to respect confidentiality
- Open and self-aware
- Caring attitude
- Calm in difficult situations
- Good written skills
- Proficient in email communication
- Able to work independently

### Desirable

- Experience of working in a team
- Has an understanding of the client group
- Well informed about Hackney and its services for families
- A mother

*Due to the sensitive nature of this service, this role is for a female volunteer only and is exempt under Schedule 9, Part 1 of the Equality Act 2010.*

*All volunteers at Shoreditch Trust are reminded of their obligations under the Data Protection Act as follows:*

- *To keep all Personal Data confidential and not to transfer or otherwise make available Personal Data to any unauthorized SHOREDITCH TRUST Staff, Volunteer or Third Parties;*
- *Not to use Personal Data for their own private purposes;*
- *Not to use Personal Data for the purposes of Third Parties*

*This volunteer role description is intended as an outline indicator of general areas of activity only.*

Please follow the link on our website to apply for this role.