

# Job Description – Team Member

## Mentor (Mentor Support Program)



**Directorate:** Operations  
**Reports to:** Mentor Coordinator  
**State:** South Australia  
**Direct Reports:** 0 **In-direct Reports**

**Award:** SCHADS  
**Classification:** Level 2  
**Review Date:** Sept 2021

*Whitelion acknowledges the traditional Owners and Custodians of the land on which it is situated and we pay respect to their elders past and present. Whitelion is committed to providing a safe environment for all people, regardless of their age, culture, ability, gender, language, racial origin, religious belief and/or sexual identity.*

## About us

At Whitelion Youth we have a vision of a world where no young person is left behind, where all young people have the right to equitable opportunities to reach their potential. Everyday our staff and volunteers work with young people at risk who have been impacted by the justice system, out of home care, homelessness or complex and chronic disadvantage and we support them to build positive community connections and meaningful pathways to work.

As a team of staff and volunteers we are committed to always turning up and doing our best, we deliver on our commitments and we contribute to an inclusive and welcoming environment where everyone can belong. You can find out more by accessing Strategy 2023 [here](#).

## About the role

As a mentor, you will provide support to vulnerable young people experiencing risk in the following situations:

- In an out-of-home care environment
- Living with a disability
- Disengaged from education and learning

The aim of the mentoring relationship is to support young people to build confidence and life skills in several areas, such as:

- Independent living skills
- Social skills
- Community connection
- Engagement to education and employment

## Role responsibilities

- Participate in mentor/mentee match meetings.
- Engage, encourage and support young people and work towards goals as determined by the referring agency, the mentee, carers and the mentoring coordinator.



- Build a constructive relationship with a young person and maintain regular contact (as per the mentor service agreement).
- Provide opportunities for young people to understand their culture and cultural identity.
- Provide non-judgmental support and friendship.
- Complete high quality monthly work summary reports, time sheets and travel claims by the scheduled dates.
- Participate in regular supervision with the Mentoring Coordinator.
- Participate in training as per required (minimum of two PD opportunities per year).
- Comply with all reasonable Health and Safety guidelines, policies and directions.

## Role requirements

### Experience

- Experience in working with and engaging young people and their community of care is required.
- Experience in mentoring (preferably within a trauma informed practice framework) is desirable but not essential.
- Intermediate to advanced Microsoft 365 skills (Word, Excel, PowerPoint and Outlook).
- Excellent verbal and written communication (able to provide high quality work summary reports).
- Well organised and able to meet deadlines.
- High level of professionalism and approachability toward all stakeholders to gain cooperation and assistance to achieve timelines.

### Qualifications

- Current Working with Children card and Criminal History Check
- Certificate in Youth Work/Community Work is desirable but not essential
- First aid certificate
- Driver's License and own vehicle
- Responding to Abuse and Neglect/Seeing Through their Eyes (Department for Education)
- SMART (online training)

## General conditions

All Whitelion staff and volunteers must also adhere to the following requirements:

- Whitelion is committed to preventing any danger to children and young people who engage with our services. We do this by constantly working on creating a safe, empowering and respectful culture.
- All reasonable Health and Safety guidelines, policies and directions.
- Demonstrate the skills and knowledge to work with Aboriginal and Torres Strait Islander people in a culturally safe way.
- Undertake a police check prior to commencement and every 3 years after.

## Personal Competencies

The values and behaviours that demonstrate how Whitelion people think and act:

- Collaboration:** You are open to working closely with your teammates to help each other achieve quality outcomes, and to support each other's safety and wellbeing.
- Committed:** You bring positivity, focus and energy to your work and get inspired by achieving quality outcomes in all parts of your role. You are resilient and see setbacks as opportunities for growth and development.
- Accountable:** You do what you say you are going to do. You can work independently, prioritise and manage multiple tasks and know how to speak up if you need help with delivering to agreed deadlines.
- Inclusive:** You work hard to educate yourself on what it takes to create a truly inclusive culture, and you value the experiences and alternative views of those around you. You believe that diversity leads to success.