



Mentor Services Coordinator

Job Description & Person Specification

Job Description

- Provide excellent customer service to mentors, volunteers and partners using strong communication skills in person, on the telephone, in virtual meetings and by email
- Ensure all of our volunteer mentors are individually supported and fully engaged at every stage of their mentor journey
- Plan and manage the delivery of information sessions, participate in mentor one-to-one conversations and facilitate mentor training sessions and other mentor engagement activities.
- Take responsibility for, encourage and support progression of volunteer mentors through the mentor recruitment journey
- Provide, interpret and action operational reports and information to ensure continuous review and improvement to our mentor recruitment activity
- Be a passionate champion for the programme, actively participating in local and national networks to raise awareness of MCR and increase mentor recruitment

Person Specification

	Essential	Desirable
Skills & Experience	<p>Experience of building and maintaining positive relationships with a diverse range of individuals</p> <p>Experience of working in a customer facing environment; excellent customer service skills</p> <p>Strong written and verbal communication skills</p> <p>Highly organised with strong teamwork skills</p> <p>Competent in using databases, spreadsheets e.g. Google Workspace, Word, Excel</p>	<p>Experience of recruiting and engaging a diverse range of volunteers or customers.</p> <p>Awareness or experience of the care system and understanding of the challenges care experienced young people face.</p> <p>Experience of resolving customer complaints.</p>
Abilities	<p>Ability to remain organised in a multi tasking working environment.</p> <p>Ability to communicate with, present information to and</p>	<p>Experience of forming strong partnerships with both internal and external customers</p>

	<p>engage groups and individuals both in person and via virtual platforms</p> <p>Ability to build and maintain strong relationships with a broad range of stakeholders</p>	
Attitude & values	<p>Positive, solution-focused attitude</p> <p>Self-motivated, committed to MCR cause and values</p>	
Qualifications		National 5 English & Maths Grade C or equivalent

MCR Pathways subscribes to the Rehabilitation of Offenders Act (1974) regarding disclosure & barring.

MCR Pathways is committed to safeguarding and promoting the welfare of young people and expects all staff and volunteers to share this commitment.

MCR Pathways is committed to creating an inclusive and diverse environment. All qualified applicants will receive consideration for employment without regard to race, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, or age.