



This project was approved by Government with support from The Dormant Accounts Fund

JOB DESCRIPTION

Job Title:	Mentoring Support Officer
Location(s):	National Role. Base TBC with the successful candidate.
Responsible To:	Mentoring Manager
Works With:	Mentoring Team, Mentoring Manager, CEO, Support Services Team, Relevant Internal and External Contacts
Hours:	35 hours per week minimum
Contract Type:	Ongoing contract
Annual Leave:	29 days per year (pro-rated)

About Foróige

Foróige is an independent, non-profit national voluntary youth organisation engaged in out-of-school youth development and education. The organisation aims to enable young people to involve themselves consciously and actively in their own development and the development of society. Foróige employs over 400 staff and involves thousands of volunteers in the creation and delivery of high quality services to young people through the operation of over 600 Foróige Clubs, Mentoring Programmes and over 140 General Youth Services and Special Projects. These community-based and community-supported initiatives are run throughout the country, in rural and urban environments, and generally in partnership with various voluntary and statutory agencies. The organisation is a registered charity and is supported by a combination of statutory, philanthropic and corporate funding. Foróige is an equal opportunity employer and is committed to a policy of Equality of Opportunity in its employment practices.

Project information

Foróige's mentoring staff team comprises over 30 staff nationally who are involved in development and facilitation of volunteer led, evidence-based mentoring programmes for young people. Mentoring programmes include Big Brother Big Sister (BBBS) Programme, MentorMe, E-Mentoring, School Mentoring and Third Level Mentoring.

The role of the Mentoring Support Officer is to provide administrative support to the wider team, especially the management team, to facilitate the effective operation of the mentoring programmes

The Mentoring Support Officer will be employed by Foróige and will be given a contract of employment. It must be understood however, that if the position becomes redundant at any time during the period of the contract or if the funding for the post is discontinued or a post holder fails to perform satisfactorily, employment may be terminated.

Key Responsibilities

The duties of the Mentoring Support Officer in carrying out any functions, which may be involved in or arise out of the appointment, shall be as notified by the board of Foróige and/or its Chief Executive from time to time. These duties will include:

- i)** Providing general administrative support to the mentoring management team.
- ii)** Compiling monthly data reports and other reports and analysis as required using Salesforce CRM.
- iii)** Requesting and compiling regional data from mentoring staff as necessary
- iv)** Responding to general enquiries about mentoring programmes and directing to relevant staff when required
- v)** Organising, administering and recording the annual central storage of closed programme files and redaction of long term files
- vi)** Organising, administering and updating the mentoring section of the staff portal, staff email list and shared Case Management Drive.
- vii)** Invoice and purchase requisition processing, and supplier queries.
- viii)** Any such other duties as the board of Foróige and/or the Chief Executive officer shall deem necessary for the effective implementation of the policy and programmes of Foróige.

Professional Qualifications and Experience (E) = Essential, (D) = Desirable

- Education to Degree standard preferably in a relevant field (note: candidates with a Diploma and with exceptional, relevant work experience may also be considered in lieu of degree qualifications) **(E)**
- Access to car and full Irish driving licence **(E)**
- Relevant paid or voluntary experience working with young people **(D)**
- Extensive experience in Salesforce or similar CRM system **(E)**
- Experience and understanding of youth work, especially mentoring **(D)**

Person Specification (all Essential requirements)

- Good interpersonal skills, including ability to liaise with a wide range of contacts and build and maintain effective working relationships
- Excellent standards of accuracy and attention to detail
- Ability to be proactive, use own initiative and work effectively within a pressurised environment
- Positive and flexible approach to working as part of a team
- Excellent I.T skills, including CRM systems, Google Workspace and Microsoft Excel.
- Ability to compile data reports using Salesforce.
- Good written communications skills, including ability to draft summary information and correspondence, good report writing skills

Requirements of all Foróige staff (all Essential requirements)

- Commitment to the purpose of Foróige and to work within the values, policies and procedures of the organisation
- To act consistently in a professional manner at all times
- To participate in regular supervision with your line manager
- Flexibility in relation to hours of work to meet the needs of the work. Work during unsocial hours may be required.
- Identify training needs with your line manager and participate in training opportunities appropriate to the role
- To undertake other duties as may be requested by Chief Executive Officer of Foróige or their nominee from time to time

Benefits

Salary: The salary scale for this Support Officer position will be as follows:

€32,118, €33,579, €35,041, €36,503, €37,966, €39,432, €40,896, €43,082, €45,267, €48,255 (After 2 yrs on pt 9)

Salary will start between Point 1 and Point 4 of the scale and will be decided upon appointment with the successful candidates based on qualifications and experience .

Annual Leave: 29 days annual leave plus Good Friday.

Pension: Contributory pension benefits

Training and Development: Structured onboarding together with a 9 day Foróige Induction Programme. Ongoing CPD

Study Leave: Up to 5 days paid Study Leave per year of course

Organisation Culture: Support and Supervision policy and practices that supports your professional development.

EAP: 24/7 Employee Assistance

Career Break: Up to 2 years Career Break after 3 years service

Unpaid leave: Up to 6 months Unpaid Leave Break after 1 year service

Flexible Work: Flexible work practices that support work life balance

Maternity and Paternity Benefit: Top up Maternity and Paternity Benefit pay.

Other Information

Funding: It must be understood that if the funding for the post is discontinued the post holder's contract may be terminated.

Medical: The successful candidate may be required to undertake a pre-employment medical questionnaire.

- Garda vetting:** As our work involves contact with young people, candidates under consideration for employment in Foróige will be subject to Garda Vetting.
- References:** The successful candidate will undergo 2 reference checks before commencing employment with Foróige.
- Hours of work:** The Mentoring Support Officer will be expected to work a minimum of 35 hours per week. The position both requires and offers flexibility in relation to working hours. It is expected that they will work some evenings per week and some weekend work based on the needs of the mentoring staff team.
- Travel:** This post will involve some domestic travel within Ireland and occasional meetings. Travel and expenses will be paid in accordance with appropriate Foróige rates.
- Base:** Base will be discussed with the successful candidate upon appointment. They will have the opportunity to apply for a hybrid working arrangement involving up to 3 days remote working per week following 6 months of service.
- Applications:** Applications should be made by way of the Foróige application form which is available to download from www.foroige.ie in the 'Careers' section and emailed to recruitment@foroige.ie