

SWITCHBACK MENTOR PERSON SPECIFICATION

Essential

1. **Commitment to the aims of Switchback**
2. **Experience of working face-to-face with people with multiple needs**
3. **Strong communication and interaction skills**
 - Skills in empowering challenging young people to fulfil their potential
 - Proven ability to establish and maintain positive, professional and motivational relationships
 - Informal counselling skills including excellent listening skills
 - Ability to give impartial, productive advice and guidance that focuses on the strengths and needs of the individual
 - Proven ability to work well within a team and a professional approach to fostering strong external contacts
 - Good verbal and written English
4. **Emotional strength: motivation and problem solving skills**
[we particularly welcome applications from people with experience of personal development and / growth through self-reflection (eg: personal therapy, clinical supervision)]
 - Self motivation and initiative
 - Resilience: proven ability to deal with setbacks and frustrations
 - Ability to see around problems and support others towards solutions
 - Intuition and resourcefulness
 - Ability to be assertive when appropriate
5. **Empathetic**
 - Ability to understand the difficulties and challenges facing another
 - Ability to positively communicate this understanding
 - Experience of working with diversity
6. **Learning skills**
 - Desire to and proven ability to learn new ways of working
 - Desire to share learning with team
7. **Knowledge**
 - Awareness of issues affecting young people and positive ways of addressing them, including drugs, alcohol and mental health
 - Good understanding of confidentiality and experience of working within its confines
 - Experience of assessing risk
8. **Organisational skills**
 - Effective administration and record keeping skills (paper and computerised)
 - Good IT skills
 - Able to effectively deal with changing priorities and unpredictability

Desirable

1. Skills and qualities

- Two years' experience of working face-to-face with people with multiple needs
- Personal development coaching / training experience
- Counselling skills
- 1:1 work with challenging young adults
- Proficiency in Microsoft Excel
- Sense of adventure

2. Relevant knowledge

- Understanding of criminal justice, statutory (housing, social services etc) and /or voluntary sector
- Experience of working alongside this group of people
- Understanding of life in custody
- Experience of the catering/hospitality industry or working with employers
- Local knowledge of Hackney, Tower Hamlets and Islington
- Experience of working with/in housing sector