

# Educational Mentoring Coordinator

Job applicant  
pack

July 2021

# Thank you for considering a role at REUK

“At Refugee Education UK (REUK), we’re all about equipping young refugees to build positive futures by thriving in education.

“As we look for new team members, exam grades and job titles are not the full picture - the context in which achievements were gained also matters. We actively seek to recruit with the right mix of talent, skills and potential, considering the impact of the context in which a candidate has worked or studied. **We are an equal opportunities employer, and are particularly keen to receive applications from a wide range of candidates, including those with lived experience of forced migration and from other backgrounds that are currently underrepresented at REUK.**

“Please read on to find out more about the Educational Mentoring Coordinator role and do [get in touch](#) with our Head of Educational Mentoring, Andrew Cooper, if you’d like to chat things over before applying.

“Thank you for your interest in joining our team.”

Catherine Gladwell, CEO

# Key details

Job title	Educational Mentoring Coordinator
Reports to	Head of Educational Mentoring
Staff responsibility	Up to 30 volunteers
Hours	3 days per week
Salary	£26k pro rata
Contract	1 year (and we will proactively seek funding to extend this role beyond the initial year)
Location	REUK is based in Willesden Junction, north west London, though most team members are currently working from home due to COVID-19. From August 2021-March 2022 we will be working from temporary office space in Hammersmith while our new building is being refurbished. The post holder will be required to come into the office at least once a week.
Closing date	9am on Wednesday 11th August 2021. Please <a href="#">apply through CharityJob</a> .

# An introduction to REUK

An overview of  
REUK's work,  
values and ethos

# About REUK

At [Refugee Education UK](#) (formerly Refugee Support Network/RSN) we are working towards a world where all refugee and asylum-seeking children and young people can access education, thrive in education, and use that education to create a hopeful, brighter future.



Our work is structured around three key goals:

**Facilitating access:** All refugee and asylum-seeking children and young people are able to access an appropriate level of education from primary through to tertiary education

**Improving outcomes:** All refugee and asylum-seeking children and young people thrive in education, reaching their academic potential and experiencing high levels of psychosocial wellbeing

**Ensuring impact:** All refugee and asylum-seeking young people, and the communities they are part of (both countries of origin and host countries) benefit from the investment in education



Currently, over 550 young people each year benefit from our direct work - providing timely and accurate advice, support and advocacy about access to all levels of education; matching young people with volunteer educational mentors to help them reach their academic goals; providing holistic casework and wellbeing support to those who are struggling; and training young leaders to be the change they want to see in the world. Our capacity building work with schools, colleges, universities, local authorities and voluntary sector organisations helps to embed change and amplify good practice, and our research examines refugee education globally, contributing to the evidence base on what does, and doesn't, work.



2021/2022 is an exciting year for us as we launch our new strategy, move into our new home (a derelict but beautiful former bank that we have purchased and are refurbishing to turn into a refugee education centre and social impact hub), continue our work to become a more actively anti-racist organisation, and roll out our new name that better reflects our education-focused vision and mission.

# Our ethos and values

REUK began as a small, volunteer led-project, established by a local church in Harlesden, London. Today, we are a national charity, but our founding values still infuse everything we do.

As an organisation, we believe that one of the practical outworkings of the Christian faith is to provide care, support and welcome to the displaced. Our Christian theology shapes our view of the individual as a holistic being, with both physical and spiritual needs. We work with and support young asylum seekers, refugees and survivors of trafficking whatever their faith, religion or beliefs.



We are a community of young people, volunteers and staff members, learning from each other and journeying together as we pursue quality education for all. We respect faith, culture, and the role of these in our own lives and in the lives of the young people we work with.

**We have a deeply held belief in hope – in good times and in bad, and invest in education as a practical demonstration of our belief in the potential for hopeful futures.**

Our work is underpinned by [our values](#): valuing the individual, a foundation of hope and changing the landscape.



# About the Educational Mentoring Coordinator role

Role overview,  
outcomes and  
person  
specification

# Role overview and outcomes

The mentoring coordinator's mission is to run a successful educational mentoring programme in our west London hub.

A key component of this work is building and maintaining relationships with partner organisations including both those that refer young people to REUK and other specialist support services that REUK can refer young people onto. The mentoring coordinator will recruit, train and support volunteer mentors, and conduct initial assessments with unaccompanied asylum-seeking and refugee young people referred to the project. They will be responsible for matching young people with mentors and supporting the mentoring pairs, maintaining the project database and monitoring the effectiveness of the project including feedback for funders and trustees.

The post holder will be skilled at building relationships with a diverse group of stakeholders including vulnerable young people, teachers and social workers and will be able to represent REUK with external partners. They will enjoy working as part of a small and dynamic team, but will need to be a confident independent decision maker and able to run their mentoring hub on a day to day basis in London. The post holder will need to be a good administrator: to maintain accurate records and monitor the outcomes of the mentoring relationships, dealing with any concerns in a timely and constructive manner. This role will be based in London (our head office is at Willesden Junction) and will require travel around the city. The role may require attendance at training events and meetings in the evening.

# Outcome 1:

The mentoring hub receives appropriate referrals of unaccompanied asylum-seeking and refugee young people interested in educational mentoring.

- Maintain and develop strong relationships with existing referral partners and develop relationships with new referral partners.
- Ensure that referral partners are kept up to date with information about the mentoring scheme, are supported to make referrals on an ongoing basis, and any problems are dealt with swiftly.
- Liaise with college tutors and other education providers to keep up to date on educational opportunities available for young people on the mentoring scheme.



- Represent REUK at local stakeholder meetings.
- Produce end of year reports for referring organisations at the end of each academic year to demonstrate the progress and activities of the young people referred from their institution that year.

## Outcome 2:

The mentoring hub has high quality, trained volunteer educational mentors, so all assessed asylum-seeking and refugee young people can receive mentoring support.

- Identify potential sources of volunteer mentors, such as community and faith groups, and develop relationships with these groups to facilitate a sufficient number of volunteers onto the programme.
- Process all incoming volunteer mentor enquiries and applications, take up external references, arrange interviews and undertake child protection checks for all candidates.
- Coordinate, organise and lead mentor training sessions for successful mentor applicants.
- Coordinate and organise our mentor development programme, ensuring that current mentors are receiving additional relevant training and input from REUK, as well as social events.

# Outcome 3:

A minimum of 80% of unaccompanied asylum-seeking and refugee young people in the mentoring project meet their educational goals and have a positive mentoring experience.

- Process all incoming referrals of young people, and carry out initial assessments with young people.
- Ensure all mentors use the online feedback form on a weekly basis, monitor incoming feedback and identify areas where support is needed, responding as appropriate, and referring serious issues to the programmes manager.
- Initiate contact with all mentors on a regular basis to ensure that they feel well supported and have the opportunity to raise any broader concerns or questions.
- Maintain regular contact with all young people being mentored, ensuring their expectations are being met and that they have opportunities to raise any concerns or challenges they are facing (providing follow-up support where necessary).
- At all times ensure compliance with our safeguarding responsibility.

## Outcome 4:

All records of mentors and mentees are kept up-to-date, ensuring that information about our work with the young people can be accessed quickly, both for safeguarding purposes and for monitoring and evaluation.

- Ensure the project database is kept up to date at all times with mentor, mentee and referral partner details.
- Ensure contact logs are maintained for each young person and that educational placements and progress are recorded.
- Conduct 6-monthly face to face reviews with all mentor pairs, and analyse data as appropriate.



- Conduct end of year reviews with all referral partners to monitor the young person's educational progress.

# Outcome 5:

The Head of Educational Mentoring receives appropriate support and information to enable the strategic growth of the mentoring hub.

- Locate funding opportunities within the hub area and share with the Head of Educational Mentoring.
- Contribute to other projects as appropriate e.g. contribution to communications, policy and research etc.
- Any other reasonable task requested by the Head of Educational Mentoring.



# Person specification

In order to achieve this role's mission and deliver the above outcomes, candidates must demonstrate the following competencies:

## **Competency 1: Experience of working with young people**

- Can display a track record of working with vulnerable young people from a variety of backgrounds, evidencing an ability to sensitively explore and understand a young person's needs, and provide appropriate support, helping them to build resilience.
- Deals promptly and calmly with safeguarding concerns as they arise and follows REUK's child protection and safeguarding processes accurately.



## Competency 2: Work with volunteers and external agencies

- Communicates professionally, promptly and warmly with volunteer mentors and partner organisations, including schools, colleges and social services. Able to ask appropriate questions to elicit information to make informed decisions, and explain information succinctly and compellingly.
- Is able to engage an audience when delivering volunteer training - communicates accurately, clearly, demonstrating technical expertise and passion for the issues.

## Competency 3: Written and verbal communication skills

- Can display excellent verbal communication skills with a range of audiences - from those with very little English to senior staff within referring organisations.
- Writes clearly, accurately and appropriately for a range of audiences.

## Competency 4: Administration and record keeping

- Has excellent administration and record keeping skills, and ability to use a database.

## Competency 5: Knowledge

- Demonstrates a strong understanding of the refugee/education/youth sectors in which REUK operates, and proactively seeks to develop and maintain technical knowledge in these areas.



## Competency 6: Working style, skills and ethos

We value the way in which a person works just as much as the actual work they do. To this end, we are seeking candidates who can evidence the following attributes:

- **Attention to detail:** Thoroughly accomplishes a task by showing attention for all the areas involved, no matter how small.
- **Motivation:** Maintains stable performance when under heavy pressure and/or juggling multiple work streams, demonstrating strong willingness and internal motivation to work hard and get the job done.
- **Self care:** Has developed and practices effective self care to avoid burnout, including the ability to maintain appropriate boundaries in order to keep workload at a sustainable level.
- **Character:** Has integrity, earns trust and maintains confidences, and speaks plainly and truthfully.



- **Mission-led:** Is engaged by REUK's vision of enabling young refugees to build more hopeful futures through education.
- **Ethos and values:** Is motivated by personal core beliefs (whether Christian or not) and values being part of an organisation which is founded on, and seeking to outwork, the Christian faith.

# Terms, conditions and how to apply

The role is **part time** (3 days per week). REUK is based in Willesden Junction, north west London, though most of our team is currently working from home due to COVID-19. From August 2021-March 2022 we will be working from temporary office space in Hammersmith while our new building is being refurbished. The post holder will be required to come into the office at least once a week.

The salary is **£27k pro rata** and the package also includes **25 days of leave (pro rata) and a pension.**

As the role involves regular contact with children and vulnerable young people and their data, the successful candidate will have to undertake an **Enhanced DBS check** and all those invited to interview will be required to complete a self disclosure.



## Application process

Submit your cover letter and CV (ensuring any gaps in employment are explained) **through [CharityJob](#) by 8am on Wednesday 11th August**. Interviews will take place online on Thursday 2nd September and references will be taken up prior to appointment. Applicants may be required to complete a task prior to interview.

### **In the cover letter (maximum 1000 words) please:**

1. Explain what attracts you both to working at REUK and in this role specifically and what about our ethos makes us a good fit for you;
  2. Demonstrate how your experience evidences competencies 1 and 4 (experience of working with young people, and administration and recording keeping);
  3. Demonstrate either how your experience evidences competency 5 (knowledge of the refugee/education/youth sectors) or how you have a track record of quickly learning and retaining complex information and applying this knowledge;
  4. Tell us about a time you have successfully worked on multiple work streams whilst ensuring that all work is performed to a high standard and no balls are dropped;
- 5. Clearly state the earliest date you would be available to start should you be appointed.**

Please note that you **must** have a visa that allows you to work in the UK.

## Contextual recruitment and reasonable adjustments

Exam grades and job titles are not the full picture - the context in which achievements were gained also matters. At REUK, we actively seek to recruit with the right mix of talent, skills and potential, considering the impact of the context in which a candidate has worked or studied. **We are an equal opportunities employer, and welcome applications from a wide range of candidates, including those with lived experience of forced migration and from other backgrounds that are currently underrepresented on our team.**

Additionally, if you feel you would require reasonable adjustments in order to carry out the role or attend an interview at REUK due to a disability, caring responsibilities or any other reason, please give details in your cover letter or get in touch with Andrew Cooper ([jobs@reuk.org](mailto:jobs@reuk.org)) to discuss further. Please also contact Andrew if you would like to discuss your suitability for the role before applying.

