

## Job Description

**Job Title:** Link Mentor

**Reports to:** Link Mentor Manager

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### Role overview

A Link mentor works in collaboration with all departments to support our young people's journey. It involves working with all RBAir staff to establish and maintain strong therapeutic relationships with a core group of students. It also requires building supportive relationships with their families and the professionals supporting them to ensure the student has a positive experience in all areas of their provision.

Students have mentor sessions with their Link Mentor that may take place in their home, in their local community, within one of the RB centres/local hubs or occasionally, online or over the telephone. Link Mentors work with young people with a range of needs including those with a neurodiverse profile, those who have communication difficulties and some with sensory impairments.

### Responsibilities as a Link Mentor

- Develop a professional mentoring relationship with our young people and their families to ensure they are supported during their time with Red Balloon of the Air;
- Encourage and deliver face-to-face support to students and families;
- Collaborate with our young people to identify their personal goals and aspirations and negotiate plans to make progress towards them;
- When required, give input to personal plans with each student you are mentoring;
- Record progress through RBAir processes, systems and other agreed on assessment and tracking tools in order to effectively monitor progress in line with required timeframes;
- Prepare and deliver mentoring sessions in line with the wellbeing framework;
- Participate in outings and trips with the RB community;
- Complete Risk Assessments for visits and trips when required;
- Facilitate with external agencies (GPs, CAMHS, SENCOs etc.) in support of students' needs;
- Communicate and collaborate with colleagues across the organisation to ensure students receive high-quality support and input to facilitate individual progression;

### As a Red Balloon Employee

- Communicate and collaborate with colleagues across the organisation to ensure students receive high-quality support and input to facilitate individual progression.
- Be committed to safeguarding and promoting the welfare of young people and commit to Red Balloon policies and philosophy.
- Ensure all work performed/ duties undertaken are carried out in accordance with Red Balloon philosophy, policy, and government legislation.
- Be flexible in role duties, and carry out any other duties commensurate with your skill set and position that fall within the general scope of the job, which may include work in other departments within your Centre as requested by RBAir.

Person Specification	
Qualifications and Experience	
• Experience in supporting young people and their families	Essential
• Experience in supporting young people with additional needs	Essential
• Professional qualifications, training or experience in supporting young people regarding their wellbeing or education	Essential
• Exceptional IT and Administration skills	Essential
• Own transport and clean driving licence	Essential
• Educated to degree level	Desirable

### Attributes and personal qualities

- Exceptional written and spoken communication skills
- Ability to maintain personal and professional boundaries
- Suitable to work with young people, to include an enhanced DBS check
- Excellent attention to detail
- An understanding of adolescent development, dealing with trauma, bullying and its effects is desirable
- Good time management and organisation
- Flexible and adaptable
- Self-starter and team player
- An excellent listener
- Empathetic, patient and compassionate
- Open-minded and non-judgemental
- Approachable, with a positive attitude

### Red Balloon of the Air staff commitment

- Safeguard and promote the welfare of students;
- Abide by the philosophy and practice of Red Balloon;
- Foster good working relationships with colleagues across Red Balloon of the Air and the wider Red Balloon organisation;
- Attend staff meetings and in-service training (INSET);
- Provide feedback to colleagues, commissioners and parents/carers as required;
- Undertake professional development.

### Role performance indicators

- Positive, collaborative and responsive working relationships with colleagues, parents, commissioners and other stakeholders both within and outside RBAir
- 360 feedback from managers and colleagues
- Student progression data
- "Soft data" obtained through feedback from colleagues both within and outside RBAir will inform any assessment of post holder performance – the quality of relationships formed is central to good performance
- Meet organisational deadlines for reporting and delivery of internal documentation and planning.