

## **SCOTTISH CHILDMINDING ASSOCIATION JOB DESCRIPTION**

**JOB TITLE:** **MENTOR COORDINATOR (Workforce)**

**LOCATION:** Home/Office based

**HOURS:** Full time 36 hours per week. Hours to be flexibly arranged to provide for some evening work and occasional Saturday requirements. Some overnight stays away from home. Time off in lieu may be taken for any extra hours worked. No overtime payments are possible.

**GRADE:** AP4 pt 27-30

**ACCOUNTABLE TO:** Workforce Manager (Retention)

### **JOB PURPOSE**

To support the development and delivery of our new practice-based childminder mentoring support programme. Connecting experienced childminders with those seeking guidance and support in order to support quality childminding settings, business sustainability and workforce retention as part of our national programme for Retention and Recruitment.

### **KEY RESPONSIBILITIES:**

You will recruit, train & manage a team of mentors selected from our childminding workforce, ensuring they provide effective support to new and existing childminders throughout Scotland. Ensure mentoring support is tailored to childminder needs and includes financial recompense for participating mentors and mentees. Assist the Workforce Manager (Retention) and work collaboratively with SCMA colleagues.

### **KEY TASKS:**

- Collaborate with the Workforce Manager (Retention) to develop a project plan which includes timescales, processes and procedures for mentor recruitment and mentee engagement in line with agreed outcomes. Assist the Workforce Manager to identify and liaise with local authorities and other stakeholders involved in the programme.
- Conduct interviews and onboarding processes for new mentors, including orientation and training sessions, ensuring they understand programme objectives and expectations.
- Provide remote supervision and support to a team of mentors, fostering a positive and collaborative work environment.
- Facilitate regular communication with and between mentors, offering practice-based, childminding specific guidance, training opportunities, and resources.
- Address concerns or challenges faced by mentors and provide solutions or escalate issues as needed.
- Promote the programme with childminders in targeted areas, to secure engagement for those who wish to participate and register as mentees. Develop a robust matching system that connects mentees with mentors based on geographical location, areas of expertise, and specific needs.
- Facilitate introductions between mentors and mentees, ensuring support plans are in place and expectations are set.
- Monitor programme progress, including mentor-mentee interactions, feedback, and overall program effectiveness.

- Liaise with the Project Administrator (Workforce) to document and track relevant mentor programme records, ensuring statistical information is readily available for reporting purposes.
- Prepare reports summarising programme achievements and identifying areas for improvement.
- Identify and record mentor & mentee delivery/engagement hours and training, providing accurate information to the Financial Coordinator (Workforce) to ensure accurate and prompt payment.
- Continuously work to enhance the programme based on feedback from mentors, mentees, and other stakeholders.
- Meet regularly with your Line Manager for support, supervision, and annual appraisal.
- Read the Health and Safety document and be aware of the health and safety of yourself, your colleagues, and visitors to the office.
- Work at all times in a manner consistent with SCMA's policies and procedures.
- Take responsibility for your own personal development and contribute to the organisation's 'Engaging Our People' approach.
- Responding positively to changing business needs, may require you to carry out other mutually agreed tasks that are necessary to fulfil the job purpose.

## **PERSON SPECIFICATION – Mentor Coordinator**

### **Essential**

- Good Standard of Education/Qualifications and/or ongoing professional development

## **CAREER EXPERIENCE**

### **Essential/Desirable**

- Significant and demonstrable experience of working with childminders or in a related field
- Proven experience in coordinating and supporting staff and/or volunteers, including remotely
- Experience in coordinating and/or delivering a mentoring programme or similar initiative
- Experience of delivering training and/or supporting professional development

## **KNOWLEDGE**

### **Essential/Desirable**

- Understanding of the challenges facing the childminding workforce
- Understanding of childminding services and the working practices of registered childminders
- Relevant childcare legislation and policy in Scotland
- A passion for childminding and supporting professional development
- An understanding of mentoring and coaching principles

## **SKILLS:**

### **Essential**

- Project management/programme implementation
- Good humoured, tactful, and self-reliant
- Ability to keep confidential information
- Methodical and able to plan and manage workload
- Ability to work under pressure and to deadlines
- High standard of written and oral communication
- Numerate and competent ICT skills including Excel
- Good organisational skills including the storage of information and time management
- Ability to work on own initiative and as part of a team

### **Desirable**

- Willingness to develop skills and undertake any relevant training

## **PERSONAL CIRCUMSTANCE:**

- Ability to work flexible hours as there will be a requirement at various points during the year to call/contact mentors and mentees early evening (6-8pm). There may be an occasional requirement to work on Saturdays or be away from home overnight.