

SERVICE TYPE SPECIFICATIONS

Mentoring Program

Service outline

The mentoring program will provide consistent, regular and intensive support in an effort to foster resilience, stability and a positive direction for the lives of young people. A positive interpersonal relationship between the mentor and the mentee is the foundation of the mentoring program.

The program will have a strong role modelling component and develop elements and strategies that respond to the specific needs of the JSP target group. The mentoring program will be part of the Juvenile Justice case plan for the young person.

Mentoring can be provided for young people while in Juvenile Justice Centres and after they are released and return to their community. Mentoring can also be utilised for young people on a community based order or referred for a Youth Justice Conference.

Skilled program coordinators and sound program management are important for the success of mentoring programs. Mentoring programs that are combined with activities, whether playing sports, learning life skills or academic tutoring, can boost performance across developmental domains. These can help to structure the mentoring so that meaningful activities are pursued while the relationship develops. The input of the mentee in selecting activities is also important.

The program coordinator will be responsible for:

- Managing referrals of young people from Juvenile Justice, applying selection criteria, encouraging suitable young people to participate and seek agreement from their family, assessing needs and issues, liaising with family and providing support while waiting for a mentor to be available
- Recruiting volunteer mentors - mentors are to be carefully screened and selected for their ability to provide support, guidance and leadership to a young person. The screening process is to include a training program, after which the mentors are matched with a young person based on mutual interest, personal compatibility and geographical proximity
- Providing ongoing support and feedback to the mentor during the mentoring period, and debriefing on completion
- Matching the young people with a suitable mentor – involves aligning needs and interests of the young person and the mentor, arranging meetings, supporting the mentor and the family, monitoring the match, dealing with issues that arise, closing the match and supporting exit
- Liaising with Juvenile Justice Caseworkers regarding the mentoring program; and meeting Juvenile Justice program and reporting requirements.

Program duration

As continuity and length are significant factors in the success of a mentoring relationship, the program will be provided for a period of up to 12 months for each young person. This is important so that influential mentoring relationships based on trust can develop and become a catalyst for positive change in mentees' (and mentors') lives.

It is also important to avoid negative outcomes and experiences associated with abruptly ending relationships. Shorter programs that are well-implemented can also achieve positive outcomes and avoid negative outcomes if there is a carefully managed and formal closure to the relationship.

SERVICE TYPE SPECIFICATIONS

Mentoring Program (cont'd)

Program Intensity

Clarity around the frequency of contact is needed to manage expectations as regular contact can help establish trust and rapport between the mentor and mentee.

It is expected that the mentor-mentee contact be on a face-to-face basis for between three to four hours a fortnight.

It is expected that 10-15 young people will be successfully matched with a mentor each year.

Mentoring provided in Juvenile Justice Centres: young people will be supported up to 6 months prior to their release from detention and will be supported for a further 6 months once released from detention.

Mentoring provided in the community setting: young people on a community based order or referred for a Youth Justice Conference will be supported for up to 6 months.

The program coordinator must have the capacity to work closely with Juvenile Justice Caseworkers to achieve target outcomes and provide a quality service to the young person.

Funding

Each coordinator will be required to have the minimum qualifications or experience of a Social, Community, Home Care and Disability Services (SCHCADS) Modern Award, Social and community services employee level 5 Paypoint 3.

For each coordinator, service providers will be funded at \$124,561 to cover salary (full time), on costs, program, management and administration costs and volunteer mentor reimbursement expenses.