



JOB ROLE

# MENTOR ADVOCACY

## THE WISE GROUP IS ON A MISSION TO TRANSFORM PEOPLE'S LIVES.



The **Wise Group** is a leading social enterprise working to **lift people out of poverty**. As an enterprise, we build bridges to opportunity for the most **vulnerable in our society**.

Our work is varied and underlying everything we do is a **passion and commitment** for social justice and a **fairer society for all**.

Every day we **support our customers into jobs**, work to lift people out of fuel poverty, and help people coming out of prison to **build a better future**.

Shaping a **positive culture** and promoting our values is a **vital aspect of this role**.

We know how important it is to **nurture a positive culture** that is focused on the delivery of high quality, continually improving and **compassionate support**.

## OUR VALUES

describe what we look like when we are **at our best...**



### INNOVATION

We **hurdle boundaries** and innovate.

### CELEBRATING DIFFERENCE

We celebrate and respect **individual difference**.

### AMBITION

We are ambitious to make a real difference everyday: **socially, financially and culturally**.

### GOING THE DISTANCE

We go the distance, so our colleagues and customers reach a **positive and sustainable future**.

### KINDNESS & COLLABORATION

We thrive through collaboration, kindness and **learning together**.

...and keep us steering in the **right direction**.



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## THE ROLE

- The Mentor role will play a key role in the enterprise collaborating with customers to ensure they receive the right advice, guidance, support, and advocacy necessary throughout their journey with us.
- You will inspire positive change in your customers lives by empowering individuals to reveal the right pathway for them and create and maintain professional relationships with stakeholders to create sustainable change.

## YOU'LL TAKE OWNERSHIP FOR

- Creating positive relationships with customers to inspire positive change and a successful mentoring relationship.
- Supporting guiding, and mentoring an allocated group of customers.
- Supporting the individual's behaviour change, engaging, encouraging, and motivating the individual to create personal goal setting plans, and provide support, guidance and advocacy throughout their journey.
- Mentoring and advising customers in a variety of related areas, tailoring appropriate interventions based on the customer's needs and ambitions around their individual plan.
- Providing a professional and excellent standard of service to support customers to achieve their desired outcomes and inspire positive change.
- Developing an understanding of how this work supports the wider system, building positive relationships and communicating effectively with internal and external partners.
- Contributing as part of the team, ensuring smooth operation of the service to achieve performance targets and promoting the value of inspiring positive change with key stakeholder groups.
- Supporting the sustainability and growth of the business by providing operational assistance and sharing your specialist expertise and insights.



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- Accurately maintaining all associated administrative paperwork and electronic records.

## ABOUT YOU

- Experience working in a mentoring role.
- Knowledge and understanding of local area and services available is desirable.
- Ability to find innovative ways to collaborate with customers to identify and find informed solutions to the challenges faced by them.
- Excellent verbal and written communication skills to ensure effective reporting, customer service and provision of advice.
- Experience of case management.
- Enthusiasm and passion for the role.
- Effective interpersonal and relationship building skills, collaborating with people from a range of backgrounds including those with protected characteristics.
- Effective in the use of technology, relevant systems, and key software packages.
- Ability to use initiative and judgement to resolve problems.
- Ability to plan or schedule work to respond to changing pressures or requirements.
- Demonstrate personal resilience and be able to deal with demanding situations.

## THE BEHAVIOURS

**How we do things needs to be at the heart of what we do and how we go about doing it. Success is knowing our values and behaviours and using them to manage our decisions and actions. The behaviours most important to this role are:**

- Customer Impact – Reflects the pursuit of driving enterprise decisions from our customers' perspective.



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- Determination – Reflects the ability to be resilient and to achieve through repeated effort.
- Delivering results – Reflects the ability to focus oneself and others on achieving specific outcomes.
- Adaptability – Reflects the ability to respond and adapt to changing circumstance.
- Teamwork – Reflects the ability to contribute to teams and improve their effectiveness through personal commitment.
- Self-belief – Reflects the ability to project self-confidence, optimism, and belief in own capabilities.
- Capability Management - Reflects the ability to set self and others' objectives that directly contribute to the overall enterprise objectives and review these regularly within 'My Contribution.'
- Equity and Diversity – Reflects the ability to support a diverse and inclusive workplace to achieve a competitive advantage.
- Integrity – Reflects the ability to work ethically and to share the enterprise value of honesty.

## HERE'S WHO YOU'LL BE WORKING WITH REGULARLY:

- Operations Team
- Colleagues across the enterprise
- External Partners and Stakeholders

We succeed when we work together.

The main responsibilities of this role are described here. As our needs as an enterprise change, we may need to make reasonable changes from time to time.



## MORE ABOUT WORKING FOR US

There's lots of great stuff about working here.  
For full details pop over to our website.

Our mission is critical and the work is important, but so is your life. We have put together a benefits package, including exercise and mental wellbeing sessions, that mean you can live and work well.

All of our roles benefit from a 'Remote First' approach, giving you flexibility. Need to start late, finish early or fancy a change of scenery? That's fine, our Remote First approach focuses on what you achieve, not presenteeism. With many different working patterns in place, let's discuss what works best.

We're ready to chat.

[thewisegroup.co.uk](https://thewisegroup.co.uk)

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