



Volunteer role profile: Steps Ahead Mentor

Overview of Steps Ahead Mentoring

Steps Ahead Mentoring is a free national employability programme supporting young people aged 18-24, to secure new employment. This programme is delivered by People Professionals who want to help.

Steps Ahead Mentoring offers two formats - short term and long-term support, enabling young people to benefit from time-limited or extended tailored support which include:

- Steps Ahead Mentoring Express offering up to two hours of support.
- Steps Ahead Mentoring Plus, providing a minimum of six sessions over a maximum 22 of weeks.

Young people benefit from free advice and guidance to develop their confidence and employability skills to succeed in the labour market, and ultimately secure employment.

The purpose of the role:

You'll provide mentoring to young people aged 18-24*, to help improve their employability skills, supporting them to gain the confidence to secure the employment of their choice.

What you will do:

- Complete the mentoring agreement available on the Steps Ahead portal.
- Access the Steps Ahead online portal, match yourself to mentees, and make contact within 48 hours.
- Arrange the first remote one-to-one mentoring session and update the portal after the first session to 'In Progress'.
- Discuss and agree your mutual expectations, objectives and goals at the start of each relationship.
- Provide mentees with career support, including job search, assistance with CV writing and job applications, interview preparation and support with assessment centres.
- Update the portal at the end of the mentoring relationship to 'completed' and answer a post evaluation survey to support programme development and inform impact reporting.
- Update the Steps Ahead team promptly with any issues, problems or concerns, including if you want to step down from your role.

What skills, experience and qualities do you need?

- You need to be CIPD member, at any level.
- Have an awareness of jobseekers' needs
- Passionate about helping people into work
- Experienced and confident at building relationships
- Enthusiastic, proactive and committed

What is the time commitment?

- Support at least one mentee within three months of joining
- Mentor at least one jobseeker within 12 months (a max of three at any one time)
- Arrange mentoring sessions (e.g. over video chat, email or by telephone)
- Commit to a minimum of 12-months service
- Volunteer on average three hours per month

Expectations:

Key Responsibilities	Deliverables
Operational management	<ul style="list-style-type: none">• Sign Mentoring Agreement• Provide free employability support• Explain your role and remit• Be supportive and encouraging, willing to share life experiences• Set goals and expectations• Respect privacy and confidentiality
Training	<ul style="list-style-type: none">• Participate in at least one webinar within three months• Familiarise yourself with the mentor resources and problem resolution and safety policy
Commitment	<ul style="list-style-type: none">• Active CIPD Membership**
GDPR	<ul style="list-style-type: none">• Safely dispose mentee data at end of each relationship
Evaluation	<ul style="list-style-type: none">• Complete post evaluation survey• Encourage mentees to complete post evaluation survey

What training and support is provided?

- An online portal of mentoring resources
- Three mentoring training and development sessions
- Ongoing support from the CIPD Steps Ahead team, as and when you need it
- Optional learning and developmental events and opportunities.

What are the benefits of taking part?

- A flexible way to learn and develop your mentoring and coaching skills
- Support your continued professional development
- Enjoy a new challenge and change someone's life
- Meet new people, broaden your network and be exposed to new perspectives
- Play an active role in improving the employment prospects of young people

How to apply:

1. Complete [the Steps Ahead Mentor online registration form](#)
2. Sign the Mentoring Agreement

** In response to the COVID-19 pandemic, our key focus is supporting young people (18-24 years old) but we also support parents and carers who want to return to work after a career break.*

***As a pre-requisite for volunteering on our programme, all Steps Ahead mentors need to be a member of CIPD. This demonstrates your commitment to upholding the standards and behaviours set out in the [Code of Professional Conduct](#) which is incredibly important for our programme.*

If you decide to stop your membership, we will deactivate your mentoring account. Your [membership](#) and the Steps Ahead Mentoring account can be reactivated at any point in the future.

It is part of everyone's responsibility at CIPD to foster an inclusive working environment that enables a diverse range of people to work together effectively and takes action to remove barriers to participation.