



info@sosmalta.org | www.sosmalta.org | Tel: 21244123 | Fax: 21224742 | 10, Triq il-Ward, Santa Venera SVR 1640

Online Mentor - SOS Malta April 2018

Role

SOS Malta is a registered Voluntary Organisation, set up in 1991. The organisation assists socially disadvantaged groups in improving their quality of life by providing support services and opportunities to implement development and change. SOS Malta also encourages advocacy on behalf of social causes and promotes models of good care and practice. SOS Malta works on four pillars that encompass the above objectives. These are: Social Solidarity; Volunteering; Overseas Development; and Research and Training.

As part of the above work SOS Malta manages the online youth support service Kellimni.com. Kellimni.com enables young people to reach out for information, help and support through online channels of communication.

The Online Mentor, accountable to the Kellimni.com Service Coordinator and Support Service Manager, and reporting to the Board of Management, is responsible primarily for delivering support to service users and to ensuring the smooth running of the service, as well as other duties as required by the post. Duties include but are not limited to the following:

Deliver a good standard of support to service users at all times:

1. Provide immediate emotional, moral, social and practical support and information to persons who are suffering from any form of social exclusion, abuse, neglect, and/or psychological difficulties through one-to-one, real-time online support services. Empower service users and assist them to recognise the features of their situations and help them retain or regain control of their lives. Contact and refer to appropriate services such as the police in accordance with the policies and procedures
2. Such support shall be given in line with the Laws of Malta (including child protection), national policies and strategies, Kellimni.com Policies and Procedures, profession's good practice and the best interests principle.
3. Contribute to and participate in the development of policies and procedures to ensure that they remain relevant.
4. Attend team meetings and individual and group supervision sessions and engage in debriefing with other Online Youth Mentors and other workers involved in Kellimni.com.
5. Keep good working relationships with staff within Kellimni.com and referral agencies.
6. Reflect on own work and engage in professional development. To this end, he/she will also participate and engage in supervision.
7. Keep confidential all matters relating to their work and shall not disclose or issue to any third party at any time, or cause to be disclosed or issued by any third party at any time for any purpose whatsoever any information regarding the content entrusted to them during client contact. Disclosure to third parties is only permitted when it is carried out in the interest of safeguarding the service user, in line with the Policies and Procedures, and when carried out to help the operator's professional reflection



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and development. In the case of the latter the operator is to make all necessary measures to protect the service user's rights to anonymity and confidentiality.

8. Monitor, supervise and support trainees, interns or volunteers assisting their during the shift. This includes reading volunteers' contact with service users, assessing, evaluating and giving feedback to the volunteers, while on shift as well as through one on one supervision sessions as deemed necessary by the management. Such feedback should include feedback on the use of the report manager, supporting style, timeliness and quality of responses and observation of the Kellimni.com policies and procedures.
9. Organising the allocation of Peer review of chats, provide feedback to peers and receive and process feedback given.
10. Strive towards the continual improvement of the service provided by Kellimni.com.

Technical Infrastructure Management

1. Manage the Kellimni.com Report Manager, including categorising, allocating or moderating correspondence as necessary.
2. Make suggestions for further technical development that is necessary or desirable for the improvement of the service delivered by Kellimni.com.
3. Ensure that all equipment, hardware and software (including the Kellimni.com website) is in good working order and user-friendly.
4. Make suggestions to the Management for the improvement of Kellimni.com's appeal to youth.
5. Develop educational material, including articles and videos to be published on the Kellimni.com website and other channels frequented by Kellimni.com's target audience.

Ensure the development of Policies and Procedures:

1. Review policies and procedures to ensure that they continually remain relevant.
2. Receive feedback on the policies and procedures from other workers within Kellimni.com and other internal and external stakeholders.
3. Keep up to date on legislation and directives that impact or otherwise relate to the work carried out by Kellimni.com. Inform colleagues about such legislation and directives, plan and provide support for their implementation.

Volunteers Management:

1. Manage and implement the process of recruiting volunteers in a way which promotes the best interests of service users. Liaise with organisations that manage volunteers and interns to ensure a steady supply of interns as necessary.
2. Organise and conduct volunteer induction, training and supervision of volunteers.
3. Ensure there is appropriate support and training for volunteers, including organising ongoing training where appropriate.
4. Coordinate volunteers, including developing volunteer rosters.
5. Develop ways to recognise and reward volunteer efforts.
6. Maintain and update Volgistics with information about volunteers and undertake any other administrative duties relating to volunteering.

Monitoring Kellimni.com Usership



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1. Observe Kellimni.com usership statistics, including the number of requests for support, service users' profiles, the length of the support, the frequency at which people seek support, the topics for which people are seeking support.
2. Ensure that monitoring information is collated in a detailed and timely manner to meet the needs of the management board.

Marketing

1. Continuously market Kellimni.com, including ensuring Kellimni.com's online presence as well as attending or organising marketing initiatives and presentations regarding the service.
2. Coordinate and supervise interns and volunteers who work on marketing.
3. Liaise with the media and represent Kellimni.com on media in line with Kellimni.com's procedure on liaising with the media.
4. Liaise with the Management regarding the resources available for and necessary to the marketing of Kellimni.com.
5. Carry out the monitoring of Kellimni.com statistics in relation to marketing, including reach of marketing efforts.

General

1. Make recommendations to the management board for policies, laws and services that affect the wellbeing of children and young people and for improvements and expansion to the service
2. Participate in the evaluation of service provision.
3. Carry out any other duties in relation to this post and as needed by the organisation
4. Successfully manage the various duties involved in the role, to maintain balance of responsibilities.
5. Keep staff attendance/shift calendars up to date, ensure their correctness and pass them on to the Financial Manager as appropriate.
6. Conduct any administration work required including report and proposal writing.

Requirements

The Online Youth Mentor will be in possession of a recognised qualification at MQF level 6 with a minimum of 180 ECTS/ECVETS or equivalent in education, social work, youth work, psychology or other related field or a recognised appropriate comparable qualification. Qualifications at a level higher than that specified above will be accepted for eligibility purposes, provided they meet the specific subject requirements. Moreover, candidates who have not yet formally obtained any of the above-mentioned qualifications will still be considered, provided that they submit evidence that they have been approved for the award of the qualifications in question by the closing time and date of the call for applications.

Candidates must be computer literate and willing to learn to use new technological applications.

Candidates who speak both Maltese and English will be given preference.



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Submission of supporting documentation: Qualifications and experience claimed must be supported by certificates and/or testimonials, copies of which should be attached to the application. Scanned copies sent electronically are acceptable. Original certificates and/or testimonials are to be invariably produced for verification at the interview. Prospective applicants should note the requirement to produce MQRIC recognition statements in respect of their qualifications from MQRIC, or other designated authorities, as applicable, as per provisions applicable to this call for applications. Eligible applicants will be assessed by a Selection Board to determine their suitability for the position.