

## Switchback Mentor – Up to 6 roles

### Switchback

## JOIN OUR TEAM!

£31,344 - £34,702 depending on experience | Permanent | Full time (35 hours per week) | London/hybrid | Great benefits

**Deadline: Monday 28th April 2025 10:00am**

#### How to apply

To apply, please email the following to [jobs@switchback.org.uk](mailto:jobs@switchback.org.uk) with the subject: Switchback Mentor:

1. Your **CV**
2. Please complete and submit this Personal Statement Form – [available here](#).
3. A completed **equalities form** [available here](#) (this is optional but will help support our equalities monitoring and will be treated anonymously and separate from your application).

#### Deadline

**10am on Monday 28th April 2025**

#### Interviews

**First round – w/c 12<sup>th</sup> May 2025**

**Second round – w/c 19<sup>th</sup> May 2025**

We are holding an optional **online Q&A from 6.30-7.30pm on Monday 14th April**, with Mercedes Turner, Yasin Ali (Delivery Managers), and Ariel Troy (Switchback Mentor). If you'd like to join and hear more about us and the role, please register by emailing [jobs@switchback.org.uk](mailto:jobs@switchback.org.uk) (and you will be sent the link to join).

#### Feedback

As a small team we regret we are unable to provide feedback to candidates that are not selected for the interview stage.



## WHY JOIN SWITCHBACK?

Switchback is an award-winning small charity supporting young Londoners to find their way out of the justice system and build stable, rewarding lives.

Switchback's pioneering model is centred on a meaningful relationship between a Switchback Mentor and Switchback Trainee, beginning in prison and lasting as long as it takes after release.

This unique level of support is new territory for most Trainees: a frank, non-judgemental relationship with someone who's there for them on a daily basis, helping to navigate the turbulent transition from prison to community.

Switchback's intensive approach works. **In stark contrast to the national average – which sees around half of those leaving prison every year back inside within 12 months – just 9% of Switchback Trainees reoffend.** In fact, over 50% go into long-term employment, while 65% reach Switchback's unique benchmark of Real, Lasting Change.

In 2024 we worked with 67 Trainees through-the-gate and over 700 young men pre-release, and we want to reach even more in 2025.

Building on 15 years of impact, Switchback works with others to inspire change across the justice system and beyond. In recent years we've made great strides shifting policy and perceptions, including through our groundbreaking podcast Time & Again, and the successes of Switchback's Reshape Release campaign, including the first rise in the prisoner discharge grant for 25 years.

You'd be joining Switchback's friendly team near to Spitalfields Market in the heart of East London. We offer flexible working, excellent benefits and training, and we have fun too.

Above all, we're a values-led organisation; make sure they resonate with you. We're also determined that our team is more representative of our Trainees, so we'd love to hear from people from Black or Asian backgrounds or with lived experience of the justice system. All appointments at Switchback are made strictly on merit.

This is an exciting time for Switchback as we're aiming to reach even more young Londoners while doing more to tackle social and racial injustice in the UK. Join us!



## ABOUT THIS ROLE

Are you **passionate about working 1-to-1 with young prison-leavers** from a variety of backgrounds; many of whom are from marginalised communities, to help them lead more stable, rewarding lives?

As a Switchback Mentor, you will **play a vital role in transforming the lives** of young prison-leavers, helping them break free from the justice system and build stable, rewarding futures. You will be responsible for building your own caseload by **engaging directly with young men in prison** and providing intensive support after their release. In addition to working with those you meet in prison; you will also support Trainees referred to the programme after they have already been released.

Once on the programme, you will maintain regular contact with Trainees, meeting face-to-face at least once a week to help them navigate the challenges of being recently released from prison and work towards their goals. Most importantly, you will do this in a way that reflects Switchback's core values: **putting Trainees at the heart of everything we do**, setting high expectations, and building authentic, supportive relationships that enable lasting change.

Switchback works with prison-leavers aged 18-30 from a variety of backgrounds and circumstances. While we support individuals with a wide range of experiences, we currently do not work with those convicted of offences of a sexual nature or related to terrorism. It is essential that Mentors can **confidently and professionally engage with all Trainees** who meet the eligibility criteria for the Switchback programme, providing them with the support and guidance needed to move forward positively.

### What you'll get when you work for us:

Switchback takes the development of Mentors very seriously. Switchback Mentors are the drivers of our impact, and we will help to build your expertise as a practitioner through our in-house training in our unique change model. This is complemented by a comprehensive training and supervision package including: regular psychologically informed 1:1 clinical supervision and group reflective practice sessions and an annual, individualised training budget. You will also join a structured progression pathway which can provide opportunities to further develop management skills and technical expertise, informed by your own learning goals.

Switchback understands the challenges and complexities faced by the young people we work with. To ensure Mentors can provide the highest level of support, we intentionally keep caseloads low. This allows Mentors to dedicate the time and resources needed to build strong, meaningful relationships and offer Trainees the intensive, tailored support they need to make lasting change.

## KEY DETAILS

<b>Job title</b>	Switchback Mentor (up to 6 roles available)
<b>Salary</b>	£31,344 - £34,702 per annum, depending on experience
<b>Hours</b>	Full time (35 hours per week)
<b>Contract</b>	Permanent
<b>Location</b>	London (Spitalfields E1) / Mentors work on-site—whether in the office, community, or prison—four days a week and have the flexibility to work from home one day a week.
<b>Reporting to</b>	Delivery Manager
<b>Start date</b>	As soon as available
<b>Benefits include:</b>	<ul style="list-style-type: none"><li>• 35-hour working week with flexible working possible.</li><li>• 25 days' holiday rising to 30 days with service, plus bank holidays, plus 3 extra days holiday in the last week of December.</li><li>• Holiday buy-back scheme after 2 years' service (10 extra days).</li><li>• Strong commitment to staff development and training.</li><li>• Generous pension scheme (5% employer contribution).</li><li>• Cycle to Work scheme</li><li>• Team away days and social events.</li><li>• A free-to-access Employee Assistance Programme supporting mental health and wellbeing in the workplace.</li></ul>



## KEY RESPONSIBILITIES

- Build and support your own caseload of young adult prison-leavers to lead stable, rewarding lives
- Build and maintain relationships with individuals, statutory organisations and employers connected with supporting Trainees
- Actively embody and promote Switchback's culture and methodology

### **Build and support your own caseload of young adult prison-leavers to lead stable, rewarding lives**

- Build a caseload of Trainees to support, either by visiting prison on a weekly basis, and/or working with community referrals
- Collect information about each potential Trainee from a range of sources, including the Trainee and the Prison Service
- Proactively plan the building of a caseload through managing selection lists, preparing potential Trainees for engagement with Switchback and keeping track of caseload numbers
- Provide face-to-face mentoring to your own caseload of Trainees, including.
  - Setting and reviewing goals, reflecting on challenges and progress
  - Offering advice and support on practical matters including Universal Credit, ID, housing, bank accounts etc.
  - Offering ongoing motivation and encouragement using core motivational interviewing skills
- Build safe, professional, bounded relationships with Trainees and potential Trainees,
- Challenge attitudes and behaviour as part of a Trainees commitment to change
- Monitor and record Trainee outcomes within 72 hours of seeing a Trainee, using our database to inform future support
- Update Switchback's databases with Trainee information within 72 hours of seeing a Trainee and upload information accurately
- Be available when necessary/requested to help Trainees deal with challenges
- Work with colleagues to plan and facilitate 'Switchback New Experiences'

### **Build and maintain relationships with individuals, statutory organisations and employers connected with supporting Trainees**

- Build and maintain relationships with prison, probation and statutory staff, ensuring they have a good understanding of Switchback

- Advocate on behalf of Trainees to a range of statutory services, supporting them to navigate complex and disjointed welfare, health and housing services
- Support Trainees through work placements and into permanent employment
- Ensure a Trainee is well supported through Switchback's 10 Pathways and make referrals to projects, other professionals and specialist provision where appropriate

### **Actively embody and promote Switchback's culture and methodology (internally and externally)**

- Embrace the Switchback culture and method of working
- Engage wholeheartedly with Switchback's programme of supervision and training for development in the role
- Contribute to building Switchback's knowledge of the justice system through sharing findings
- Share learning from your work with Trainees to inform our training offer and influencing work

### **Other**

- Routinely share reports, data and anecdotal information with the Influencing and Fundraising teams and support fundraising and marketing activities
- Understand, support and contribute to the Switchback strategic plan
- Carry out other duties as required

## PERSON SPECIFICATION

**Are you full of potential but not sure you fit all the criteria? Apply anyway and we could help you get there! As a small, dynamic charity we're used to training and supporting brilliant people to learn and grow in their role. If you think you could fly in this position, get in touch.**

### **Experience and Knowledge**

- At least 1 years' continuous experience of working 1:1 with young adults (18+) with complex needs to make positive change (e.g. substance use, violence, and mental health challenges)
- (OR)
- At least 1 years' continuous experience of working 1:1 with young adults with experience of the Criminal Justice System

### **Skills**

- Ability to work confidentially with young adults and other professionals
- Ability to use risk assessment tools in the workplace, with young adults
- Great communication skills including excellent listening skills
- Ability to receive and act on feedback, and be willing to give feedback in a constructive way
- Good IT skills and willingness to learn and use Switchback's databases

### **Personal Attributes**

- Commitment to Switchback's values and passionate about our ambition and purpose
- A strong commitment to upholding the principles and values outlined in the Delivery Team's charter.
- Understand and respect the need for the best interests of our Trainees to always come first
- Resilience with the ability to deal with setbacks, frustrations and unpredictability
- Intuitive, resourceful and able to problem solve
- Willingness to step outside of your comfort zone
- Self-starter with a proactive mindset

## DIVERSITY AND ACCESSIBILITY

### Diversity

Switchback is committed to diversity in all that it does and aims to build a team representative of modern London, celebrating the differences that people bring with them as a vital resource. We welcome applications from the widest possible talent pool and we appoint on ability and merit irrespective of race, religion, age, disability (including hidden disabilities), marital/civil partnership status, sex, gender identity, or sexual orientation. We particularly welcome applications from candidates with lived experience of the justice system (personal or by association). Our diversity and inclusion policy is available [here](#).

### Accessibility

Please let us know if you have any special requirements which we might need to consider in relation to the selection process (e.g. attending interviews.) Any requests will not affect your application.

**"People only do what they know, and that depends where you grow up. To me, I knew how to sell drugs. In my community it's just normal to do crime. Switchback taught me and pushed me so much. I've learned to forget about crime. I've been shown a different route."**

Jordan, Market Manager and former Switchback Trainee

## A NOTE ON CRIMINAL RECORDS

At Switchback, we would like to encourage applications from people both with and without criminal convictions. Please note that the Switchback Mentor role involves being able to draw keys for independent access to prisons and is therefore subject to HMPPS security clearance procedures outside of our control.

We will support any applicant with a criminal conviction to go through this process. If successful at interview stage, a formal offer will be given subject to passing HMPPS vetting processes. If the vetting process is unsuccessful, this will be reviewed on a case-by-case basis before a contract of employment is issued. Helpful information on this subject is provided by the charity Unlock - [you can read it here](#) - and you might like to consider this before making an application.



## OUR VALUES

Switchback's values cut through everything we do, from our work with Trainees to our fundraising and partnerships.

### 1. Human

**Keeping Trainees at the heart of everything we do.**

We build trust, confidence, independence and stability in all areas of a Trainee's life. In all decisions we use the lens: "does this help us improve the prospects of young men leaving prison?"

### 2. Authentic

**Rolling with the ups and downs of real life.**

We prize integrity and honesty. We don't sell a dream: we are realistic about what it means to genuinely start over and the huge courage needed to change. We recognise that change is not linear and we provide a space to learn from mistakes.

### 3. Committed

**Taking the long way around.**

Our commitment to Trainees is consistent and continuous, lasting for as long as it takes. We reject quick fixes, shortcuts and tick boxes. We do what we say we are going to do and coach our Trainees to do the same.

### 4. Ambitious

**Having high expectations.**

We assume strengths, resources and abilities in Trainees. We don't do things for people: we challenge and encourage our Trainees to take control. We are distinctive in our high expectations of Trainees, our own conduct, the quality of our partnerships and the impact of our work.

### 5. Pioneering

**Pushing into our stretch zone.**

We challenge Trainees to move outside their comfort zone and we encourage adventure to learn and grow. As a charity we strive to do the same, constantly seeking to reflect and improve. We pioneer an alternative approach and share our evidence with others to inspire wider change.

