

this could be the start

of something big



What Makes A Good Mentor

Learning Objectives:

1. Participants will have an understanding of **QUALITIES** to look for in a mentor.
2. Participants will have an understanding of how to **ASSESS** applicants as suitable mentors.
3. Participants will have an understanding of **SUPPORT** required for success.







MENTORS

Strength
Based

Patient

Fun

Respectful

Positive Role Model

Persistent

Friend

Reliable

Understanding

Honest

Trustworthy

Dependable

Consistent

Collaborative

Good Listener

Youth
Centered

Realistic
expectations

Set
Boundaries

Good
Communication

What Makes a Good Mentor?

Mentoring is the presence of a caring individual who provides a young person with support, advice, friendship, reinforcement and constructive role-modeling over time.

Mentoring is about building relationships.

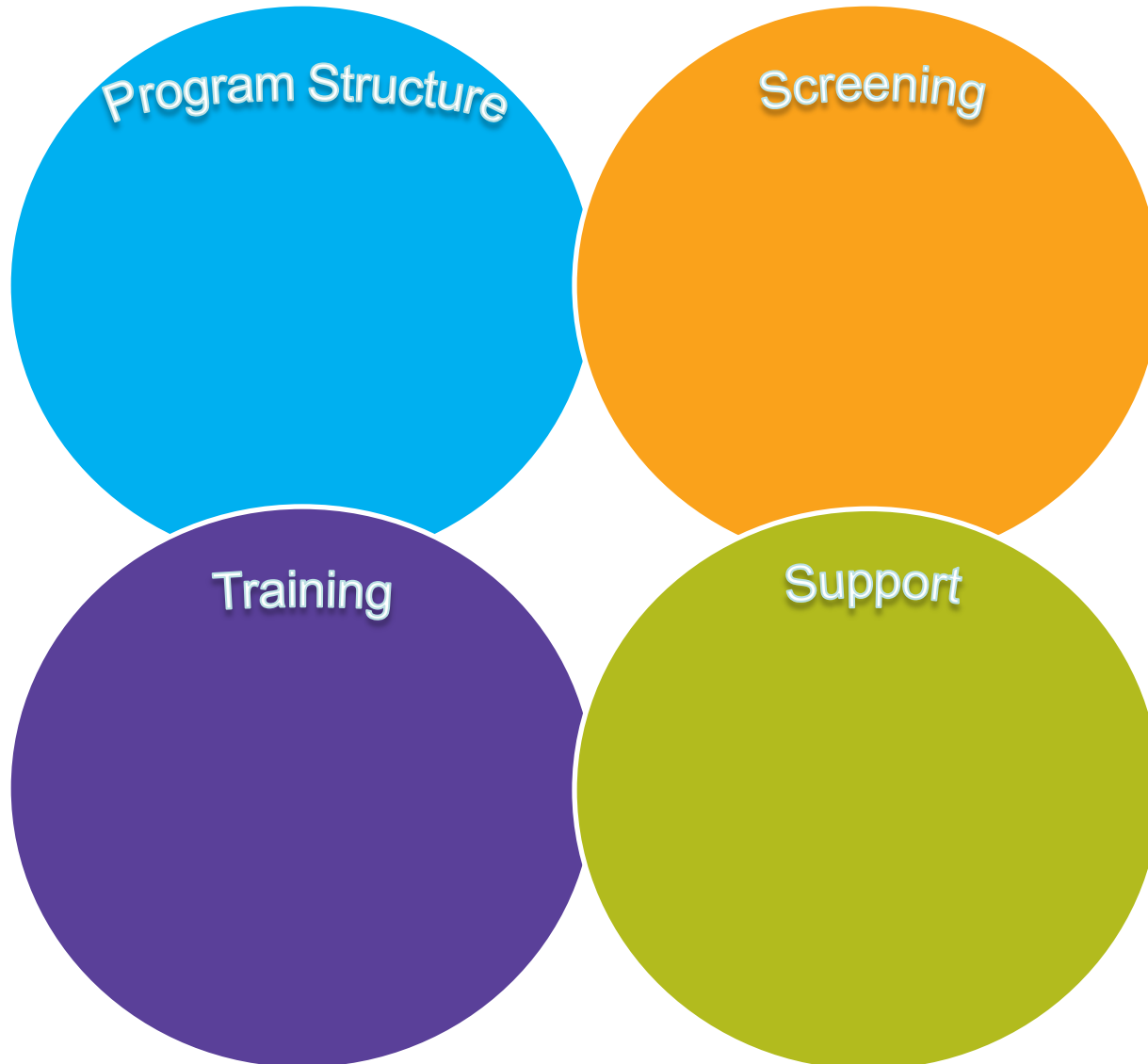


What Makes A Good Mentor?

A good mentor will have a direct impact on closeness and effectiveness of the mentoring relationship



What Makes a Good Mentor?





Program Structure



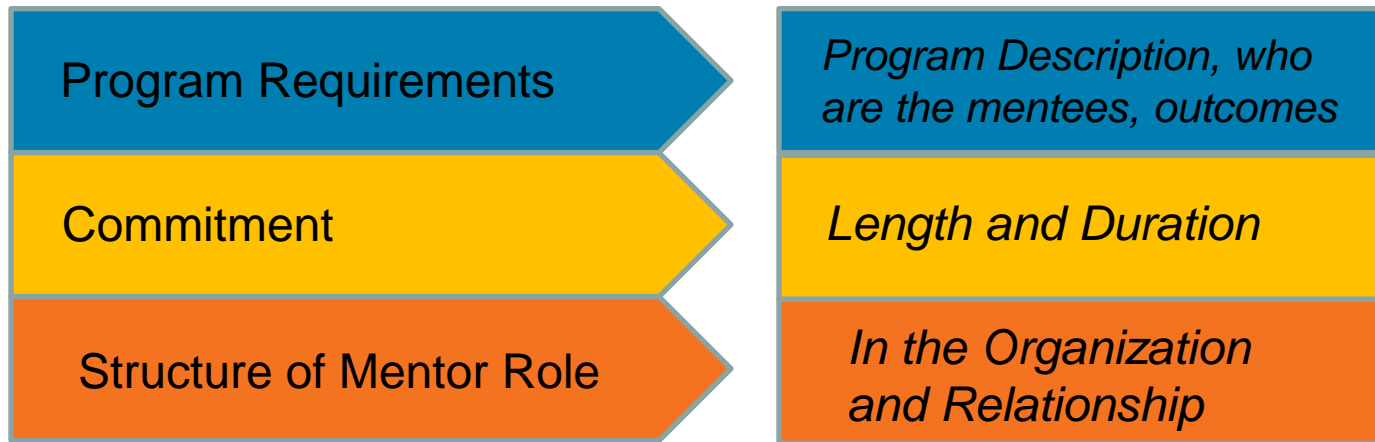
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Program Structure

Avoid unrealistic expectations or
lack of understanding
to commitment and role



Program Structure



Specific Needs



Program Structure

Mentor job description: Outlines expectations

- General Description
- Qualifications and Requirements
- Roles and Responsibilities
- Code of Conduct



Program Structure



Job Description – Volunteer Mentor

Welcome to Big Brothers Big Sisters!

Big Brothers Big Sisters' core value is to maintain the highest standards of practice in order to deliver safe, quality mentoring programs to children and youth. As a volunteer mentor, you share with your mentee, their parents/guardians, the Big Brother Big Sister Agency, and (in certain programs) partnering site-based staff, a commitment to fostering a safe, enjoyable, meaningful, and healthy mentoring relationship.

General Description

Volunteer Mentors will:

- successfully complete each phase of the Agency's enrollment process
- participate in Pre-Match Training administered by the Agency or partnering organization.
- maintain regular dialogue with program staff and/or the partnering organization throughout the match
- be a friend to their mentee, and maintain contact on a regular and consistent basis
- be a positive role model, emphasizing behaviour such as trust, respect, reliability, honesty, fairness, commitment, resilience, kindness
- place primary importance upon the protection and well-being of children and youth
- be supervised and supported by, and remain accountable to, program staff

Qualifications and Requirements

Volunteer Mentors will:

- have the ability to relate to young people and adults, and to adapt to change
- be reliable, honest, trustworthy and fun to hang out with
- be collaborative, patient and positive
- function within the guidelines of the Agency
- support the mission of the Agency

Roles and Responsibilities

- be clear in communication with your mentee's parents/guardians, particularly around contacts, timing, planned activities and issues of concern
- maintain regular and open communication with your mentee, his/her parents/guardians, and the Agency
- take initiative in planning your time with your mentee, yet include him/her in decision making
- always let your mentee know when s/he can expect to see you next
- allow the friendship to develop at its own pace
- notify the Agency of any changes in your contact information, or any personal change that could impact the match
- promptly report any concerns about the match to the Agency
- set and respect boundaries along with your mentee, parents/guardians, and program or site-based staff
- respect the privacy and diversity of your mentee and his/her family
- commit to a positive, formal closing of the mentoring match
- follow agency and child protection protocols as discussed in your training - your program staff are always able to guide and support you

MENTOR CODE OF CONDUCT

Big Brothers Big Sisters provides children and youth with safe, quality mentoring relationships with volunteer mentors. Serving as role models, Big Brothers Big Sisters mentors teach by example the importance of giving and giving back, of staying in school, and of having respect for family, peers and community.

As a mentor, you share with your mentee, their parents/guardians, the Big Brother Big Sister Agency, and (in certain programs) partnering site-based staff, a commitment to fostering a safe, enjoyable, meaningful, and healthy mentoring relationship by observing the following code of conduct:

- ✓ Mentors agree to conduct themselves in a manner consistent with their position as a positive role model to a child/youth, and as a representative of the Agency.
- ✓ Mentors will follow Agency policy and guidelines around the safety of their mentee as outlined in the Pre-Match Training Program.
- ✓ Mentors agree to respect the privacy and dignity of their mentee and family by not divulging confidential information without consent, except where required by law as in the case of suspected child abuse.
- ✓ Mentors agree to honour the commitment of spending time together on a regular basis, yet agree to limit their involvement in their mentee's life to what is deemed appropriate by the Agency. Mentors are seen as an influence, not a dominant factor, in their mentee's life.
- ✓ Mentors will establish boundaries with both their mentee and their mentee's parent/guardian. Mentors understand it is not their role to provide support to the parent/guardian, but will respect the family's boundaries and approach.
- ✓ The mentor-mentee relationship is based on mutual respect. Mentors agree to treat the Mentee and their family in a respectful way at all times.
- ✓ Mentors agree to allow their mentee to develop their friendship at their own pace.
- ✓ Mentors agree to participate in regular support meetings to discuss the match relationship and to commit to a mandatory match monitoring schedule to ensure the match is safe and healthy; to ensure their mentee derives the most benefit possible from the mentoring friendship; and to ensure both mentee and mentor are feeling valued and supported in the match.
- ✓ Mentors agree to notify the agency of any changes of circumstances (living situation, change of address, phone number, etc.)
- ✓ Mentors agree to connect with program staff to formally close the match. Spending time to close the match in a positive way is essential and is empowering for the mentee. Mentors understand it is imperative, for the well-being of the mentee, to take the time to work with program staff on a positive closure that celebrates the accomplishments of the match relationship.

Signature of Mentor: _____ Date: _____

Program Structure

FAQ

- What do I actually do with my mentee when I see him/her?
- What are the mentees like?
- What kind of person makes the best mentor?
- How do you decide who to match me with?
- What will my interaction be with others in my mentees life?
- Why do you require such short/long term commitment?
- How much time do I really have to commit?
- What can I do if I just don't have that much time?
- What support will I get if I have questions?
- What options do I have if the relationship is not working out?
- How do I know if I'm doing a good job?





Mentor Screening

Child focus vs Self focus



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Mentor Screening

Interview: To cultivate and prepare applicants to understand their role as a good effective mentor, to assess risk of premature match ending, relating to mentee and family, abuse.



Mentor Screening

Persistence

Consistency

Understanding

Youth Centered

Stability

Develop Healthy Relationships

Qualities



Mentor Screening

Motivation

Relationship Style

Mentoring Style

Persistence and
Sensitivity to
Rejection

Stability and
Consistency

Attitudes toward
children

Safety

Interview Structure



Mentor Screening

References

Gathering important information to help decide if the applicant will be able to follow through on:

- the commitment
- be persistent
- be comfortable with direction
- understand boundaries
- engage in a safe, healthy way with a vulnerable child



Mentor Screening

Types of References

Represents different types of involvement in the mentor's life

- Significant Other
- Family
- Volunteer/Employment/Teacher(teen mentor)
- Character



Mentor Screening

Reference formats:

Obtain to allow for follow-up discussions

- In Person
- Phone
- Email



Relationships in which mentors are more focused on building a connection with their mentee – and are willing to readjust their own expectations – are generally stronger, with both participants expressing greater satisfaction with the relationship, and viewing it as a friendship that may continue indefinitely.

(Dr. Renee Spencer, 2010)



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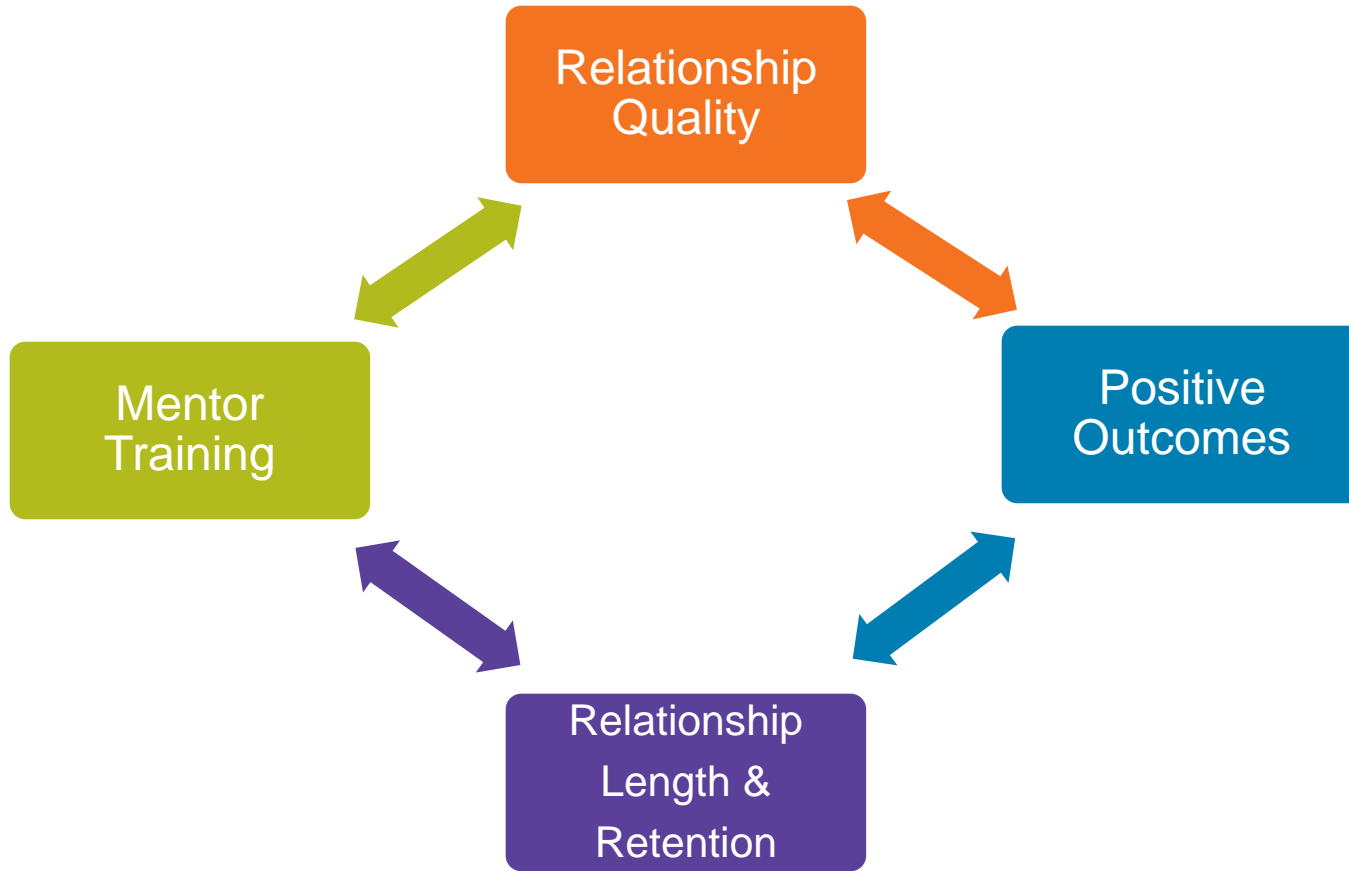


Mentor Training



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Mentor Training



IMPACT

Mentor Training

Program Rules

Mentor Goals and
Expectations

Mentor Obligations
and Appropriate Roles

Relationship
Development
and Maintenance

Ethical issues that
may arise

Effective Closure

Sources of Assistance



Mentor Support

**MENTORS DON'T NEED TO BE SUPERHUMAN
BUT THEY CAN FEEL LIKE IT!**

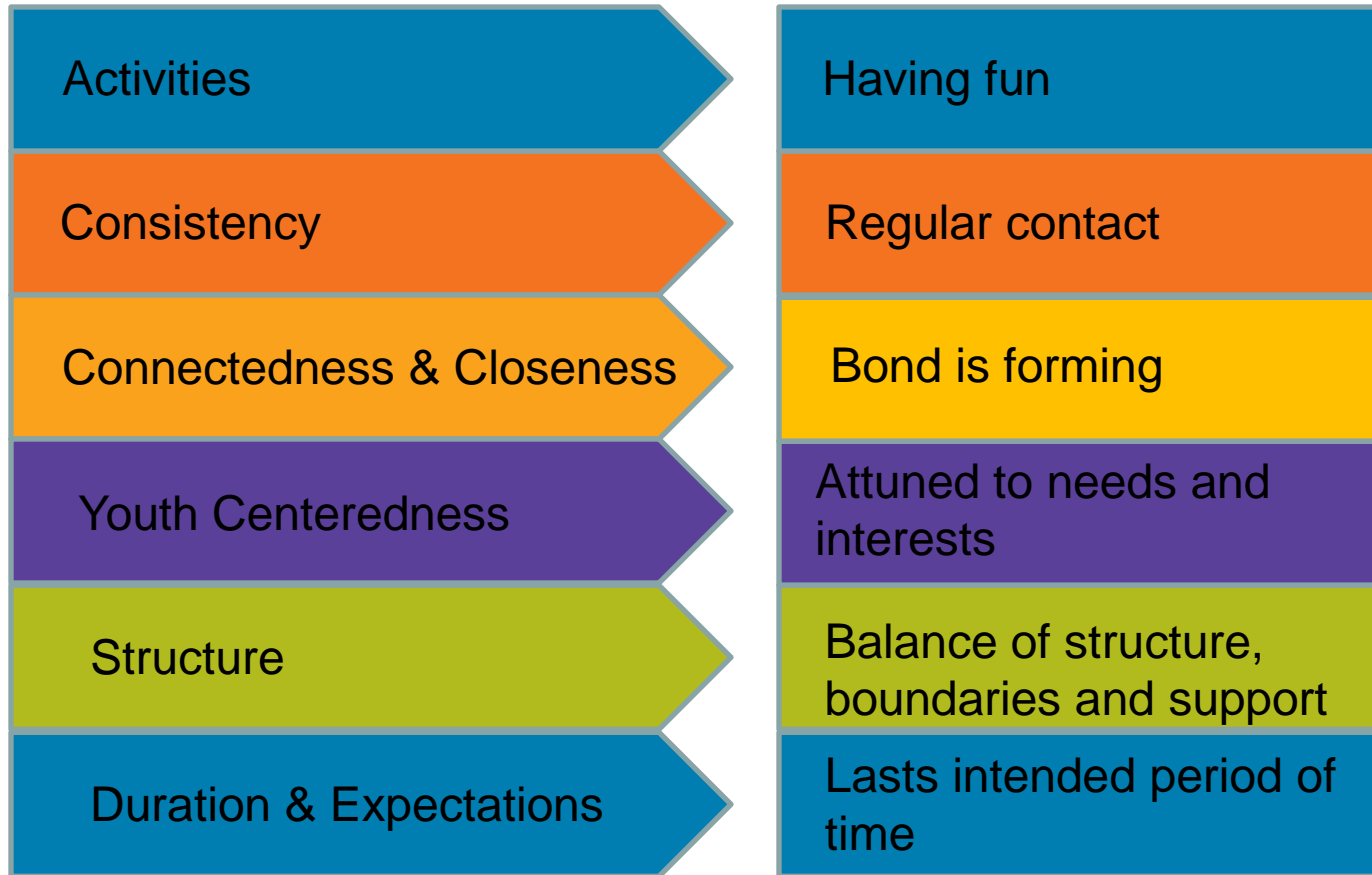


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Mentor Support

Mentoring research demonstrates matches that are monitored and supported are more satisfying and successful, which in turn leads to more positive youth outcomes.

Mentor Support

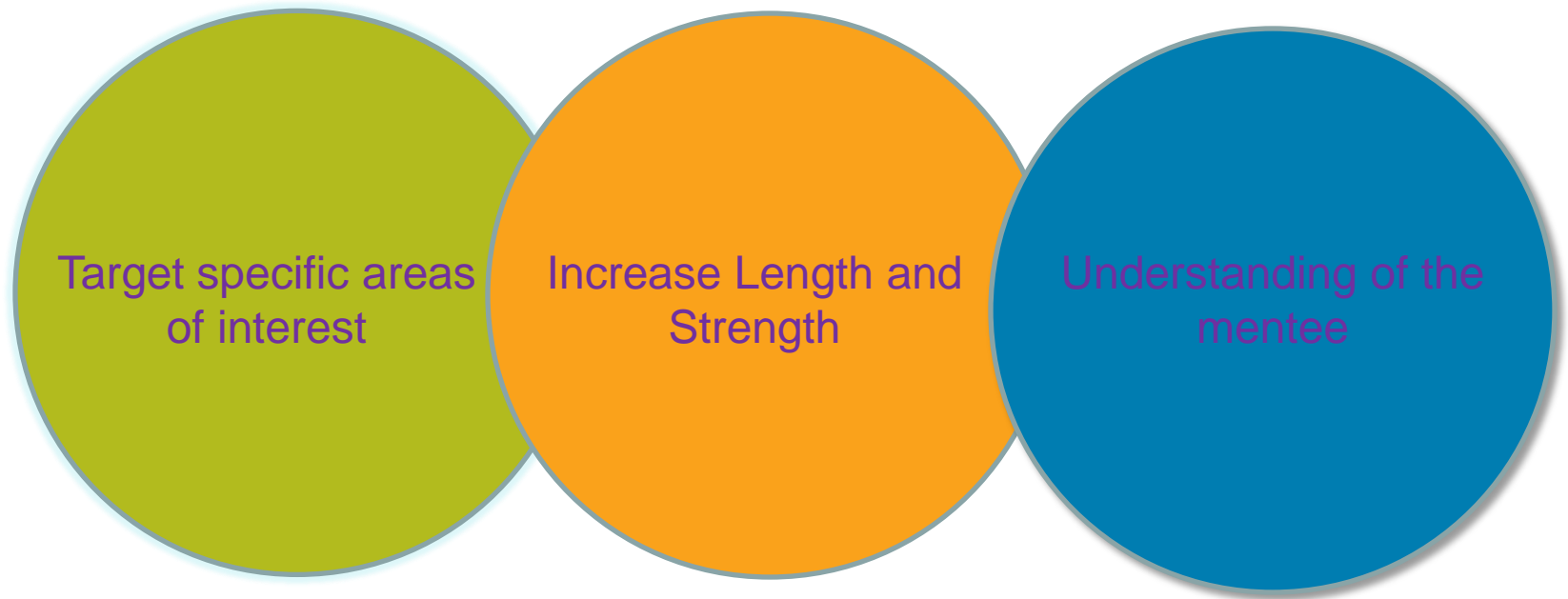


What do you monitor?

Mentor Support

- In person preferable
- Phone call second
- Email third – email does not outnumber phone calls
- Match support 1x month for the first year of a mentoring relationship

Mentor Support



Mentor on-going training

Staff as Mentors

Assumption

Professionals who mentor do not require training or support

Reality

Natural skills, transfer of skills or existing relationship may not be enough

Success

Follow mentor screening, training and support process

What Makes A Good Mentor?

Program Structure

- ✓ Expectations
- ✓ Role
- ✓ Commitment

Screening

- ✓ Persistence
 - ✓ Understanding
- ✓ Youth Focus
 - ✓ Stability
- ✓ Consistency

Training

- ✓ Rules
- ✓ Support
- ✓ Expectations
- ✓ Healthy Relationships
- ✓ Role

Support

- ✓ Consistency
- ✓ Connectedness
- ✓ Structure
- ✓ Youth Focus

Reference Material

- Handbook of Youth Mentoring, Second Edition
 - Edited by David L. Dubois, Michael J. Karcher
- National Mentoring Partnership
www.mentoring.org
- Elements of Effective Practice for Mentoring, Third Edition
 - National Mentoring Partnership
- Alberta Mentoring Coalition
www.albertamentors.ca

