

# Managing Mentors!

## 8 Principles for the Effective Management of Volunteer Mentors





# Australian Youth Mentoring Network

A **national hub** for youth mentoring, providing access to tools, resources and research to foster the growth and development of quality mentoring programs across Australia.

**Connecting** program coordinators, volunteer mentors and community groups to establish local support networks.





# Who do we support?

200 Organisations

1200 Individual Members

25,000 young people  
being mentored





# What do we offer?

- Website – Access to quality tools and resources
- **Research**
- E-newsletters and Yahoo groups
- **National Benchmarks and Standards**
- Online Self Assessment Tools
- **Forums**
- Professional Development – NRGize
- **Mentor Summits**





# What is Mentoring?

Mentoring provides a **structured and trusting relationship** that brings young people together with caring individuals who offer guidance, support and encouragement aimed at developing the competence and character of the mentee.





# Managing Mentors

To achieve 4 goals:

1. Reducing risk of harm to the young person
2. Equipping mentors with essential skills
3. Creating 'developmental' relationships for greatest impact
4. Highly trained mentors feel valued and remain engaged





# Finding the Balance

Fine line between being **supported** and **micromanaged**.

Mentors do not want to feel as though their volunteer work becomes an extension of their work life.





# 8 Principles for Managing Mentors

1. Mentor Role Identification
2. Recruitment, Screening and Selection
3. Orientation and Training
4. Utilisation and Support
5. Ongoing Training and Personal Development
6. Recognition
7. Exit Strategy
8. General Management Issues



# Mentor Role Identification

## ***Program Checklist***

- ✓ A clear description of the work mentors will undertake within the organisation.
- ✓ A strategy on how the work mentors perform aligns with the goals of the organisation
- ✓ A designated person for the mentors to report to
- ✓ Position descriptions
- ✓ OH&S risk assessments for the work the mentors will be conducting



# Recruitment, Screening and Selection

## ***Program Checklist for Recruitment***

- ✓ A targeted recruitment strategy
- ✓ **Written applications**
- ✓ The request for references



# Recruitment, **Screening** and Selection

## ***Program Checklist for Screening***

- ✓ Face to face interviews (where possible)
- ✓ **Criminal history checks**
- ✓ Compliance with relevant legislation
- ✓ **References checked**



# Recruitment, Screening and Selection

## ***Program Checklist for Selection***

- ✓ Selection based on the criteria outlined in the position descriptions
- ✓ A policy and procedure for informing unsuccessful applicants



# Orientation and Training

## ***Program Checklist for Orientation***

- ✓ Overview of the program
- ✓ Explanation of the roles of the mentor
- ✓ What is expected of the mentor and what can they expect

## ***Program Checklist for Training***

- ✓ Development of essential skills to perform the task
- ✓ Outline relevant policies and procedures (Do's and Don'ts)
- ✓ Included as part of the organisation's screening processes



# Utilisation and Support

## ***Program Checklist for Utilisation***

- ✓ Monitor under / over utilisation issues of mentors
- ✓ Placement of volunteers in a appropriate roles (both skill level and suitability as a volunteer)



# Utilisation and Support

## ***Program Checklist for Support***

- ✓ Regular communication with mentor
- ✓ Opportunity for debriefing
- ✓ Monitoring skill level
- ✓ Problem identification procedures
- ✓ Someone for the mentor to contact to discuss issues.



# Ongoing Training and Personal Development

## ***Program Checklist for Ongoing Training***

- ✓ Opportunities for ongoing training offered at regular intervals over the course of the match

## ***Program Checklist for Personal Development***

- ✓ Opportunities for the individual development of volunteers (e.g. experiences varying roles)



# Recognition

## ***Program Checklist for Recognition***

- ✓ Formal recognition of the volunteers work (e.g. certificates, t-shirts, awards etc.)
- ✓ Informal recognition (e.g. A morning tea, barbeque etc.)



# Exit Strategy

## ***Program Checklist for Exit Strategy***

- ✓ *Exit interviews at the completion of the volunteering experience*
- ✓ *Exit strategy for volunteers that are asked to leave the program*



# General Management Issues

## ***Program Checklist for General Management Issues***

### ✓ Customer service

- Information packs ready to be sent out
- Application information available on your website (if available)
- A tracking system to ensure volunteer is placed on newsletter list, invited to events etc.

### ✓ Dedicated volunteer policies

### ✓ Record keeping

### ✓ OH&S polices



# Collaboration

## Recruitment

- One brochure for all local programs

## Orientation

- Common orientation sessions

## Ongoing Training

- Joint training workshops (share the costs, reduce the workload for planning the event and increase your personal networks)



“When we commit ourselves to supporting high quality bonds, our children flourish”

(Liang and Rhodes, 2007)



YOUTH MENTORING NETWORK

# youthmentoring.org.au

## Thank you



**Kathleen Vella**

Executive Officer

Australian Youth Mentoring Network

e: [info@youthmentoring.org.au](mailto:info@youthmentoring.org.au) t: + 61 2 9085 7287