



Mentoring Match Coordinator Training

MentorCONNECT Mission & the Mentoring Match Coordinator Role

The mission of MentorCONNECT is to provide one-on-one and group mentoring opportunities to individuals in recovery from eating disorders. Facilitating mentoring matches between mentors and mentees is the sole reason MentorCONNECT was founded and forms the foundation of how the community is set up to work best.

The Mentoring Match Coordinator is a critical leadership position that is central to the heart of developing sustainable, supportive mentoring connections between mentors and mentees.

Time Commitment

Daily and weekly time commitment depends on volume of mentoring match requests. At times this position may require daily email communications. Because of the critical nature of this position, we ask that each mentee request for a mentor match be answered within three business days, preferably sooner.

Reporting

The Mentoring Match Coordinator reports to the Executive Director
The Executive Director (database coordinator) is: Shannon Cutts
Shannon can be reached at: MC@mentorconnect-ed.org

Training

The incoming Mentoring Match Coordinator will shadow the Trainer (Executive Director) to see how the communications take place. Once the new Coordinator feels confident, s/he can take over the role, contacting the Trainer as needed for guidance.

Responsibilities Overview

The process of matching with a mentor begins when the mentee submits an application for membership. Once the application is approved, the steps to make a match are as follows.

1. The new mentee reviews the list of available mentors and submits a request for his or her chosen mentor
2. That request comes to the Mentoring Match Coordinator via email
3. The Coordinator responds to the mentee to let them know the request has been received and a response will be given soon
4. The Coordinator then forwards the mentee's request verbatim to the requested mentor via email along with a note to the mentor to review the forwarded email and respond with a decision to accept or decline the match
5. The requested mentor has 3 business days to respond to that request – even if it just to say they need more time to decide



If the mentor accepts the match:

1. Typically the mentor responds promptly to accept the match, at which point the Coordinator sends a Forums Dialog to both the mentor and mentee to connect them directly and begin their match
2. The Coordinator then notes the new match in the membership records database for both the mentor and the mentee

If the mentor does not accept the match:

1. The Coordinator finds out why, thanks the mentor for their time and lets the mentee know the match can't be approved (no need to say why) but that they are welcome to request a second choice mentor to match with

If the mentor does not respond at all:

1. If the mentor does not respond within 3 business days, the Mentoring Match Coordinator makes a second attempt to contact that mentor via email, and also lets the mentee know via email that their request is still pending and we haven't forgotten about them
2. If the mentor is still non-responsive after a second contact attempt and 3 more business days passing, the Coordinator then lets the mentee know that their chosen mentor is not available for matching and invites them to select a second mentor to match with
3. The Coordinator then alerts the Executive Director and Mentor Guide Coordinator that the mentor is non-responsive so that mentor's file can be updated to "inactive" in the system

How to Access the Find A Mentor Page

The Find A Mentor page is where the list of available mentors is posted. This is the page mentees access to select a mentor to request.

How to access the Find A Mentor page:

1. Visit www.mentorconnect-edforums.org
2. Visit "Forums"
3. Visit "Restricted Forums"
4. Visit "Find a mentor"
5. You are in and can now see the list of available mentors from which the mentees can make a match request

How to find the mentor's email to contact them with the match requests:

1. The Coordinator should maintain a list of currently active mentors with their email addresses and notes about how many mentees they can accept – this makes it easy to find their email to forward match requests and remove mentors who have reached their maximum number of mentees from the availability list inside the Forums



What to do when a mentor becomes “full”:

1. As soon as a mentor reaches their maximum number of mentees (up to 4 but this number may vary from mentor to mentor) it is important to remove their profile from the Forums Find A Mentor page right away. This prevents more mentees from contacting them. As soon as a mentor has received their last mentee request, be sure to remove their profile from the Find A Mentor page inside the Forums
2. All you need to do to remove a mentor from the Find A Mentor page is to locate that mentor’s profile and click on the profile link, then click “Delete This Topic” from the right hand sidebar

Quarterly Mentee Surveys

Once per quarter, all active mentee members will receive a short survey to complete. This survey lets us know which mentees are still matched, how their matches are progressing, and any areas where a mentee may need individual guidance or support.

*** This section may need to be updated as of 2/2014 ***

How to send the surveys:

1. Quarterly mentee surveys will typically be sent in March, June, September and December.
2. The database coordinator will send the Mentoring Match Coordinator a list via email of all the active/matched mentee members and their email addresses
3. The database coordinator will also send a short template that explains to the mentee where to go to complete the survey
4. The Coordinator will then compose a simple reminder email (can be done one-by-one or with a BCC of all mentee emails – it is important to use BCC: for confidentiality purposes) to invite the mentees to complete their quarterly survey
5. Completed surveys will be returned directly to the database coordinator
6. The Mentoring Match Coordinator will be forwarded ONLY those surveys where mentees express concerns, a non-responsive mentor or a need for other guidance or support
7. The Coordinator will then follow up with those particular mentees to provide encouragement and also to assist with any issues, questions or problems in the match

Communications Basics

These simple communications basics can always be helpful when facilitating the matching process between mentors and mentees.

- Listening skills: Listen to what the other person is saying. It is often helpful to repeat back what you have heard from the other person before responding to make sure you have understood correctly
- Speaking skills: Email and chat-based communications cut out 90% of how we “hear” each other – nonverbally through visual and body language cues. So spend time considering what you say, or type, to ensure clarity and minimize miscommunication
- Conflict resolution skills: From time to time, miscommunication may occur. Stay calm. Backtrack to discover where the misunderstanding first began. Using your listening and speaking skills, work from that point forward to clear up any confusion. Defer resolution of conflicts with individual members to after the meeting conclusion



Handling Requests from Forums Members for Interventions, Referrals or Information

- Participation in *MentorCONNECT* is never a substitute or replacement for professional medical help
- Serving as a *MentorCONNECT* volunteer in any capacity does not extend to offering referrals or advice about eating disorders treatment
- *MentorCONNECT*'s official policy is to refer those who seek additional support to NEDA, ANAD, EDReferral, Gurze or other similar website resources
- When offering resources for further information, all volunteer leaders are required to give at least 3 resources as we do not endorse particular services or providers



Additional Support

MentorCONNECT is a team-based community and all volunteer leadership roles are approached as a team. The Mentoring Match Coordinator should not hesitate to contact the Executive Director or their Trainer at any time for assistance.