



New Member Coordinator Job Description & Training Overview

MentorCONNECT Mission & the New Member Coordinator

The mission of MentorCONNECT is to provide one-on-one and group mentoring opportunities to individuals in recovery from eating disorders. The New Member Coordinator plays a vital role in welcoming and orienting recovering persons into the community as General Support and Mentee level members.

Timely, comprehensive, friendly orientation of new recovering persons into the community is KEY to the fulfillment of MentorCONNECT's mission and vision.

Time Commitment

Daily/weekly time commitment can vary greatly depending on the number of new General Support and Mentee applications received in a given week. Typically MentorCONNECT receives between 3-10 new member (General Support, Mentee) applications per week. We ask that the Coordinator respond to all new applications within **three business days** (preferably sooner) to welcome and orient the new member to the community.

Reporting

The New Member Coordinator reports to the Executive Director

The Executive Director is: Shannon Cutts

Shannon can be reached at: mc@mentorconnect-ed.org

"New Member Welcome" Training Schedule

The training schedule consists of these steps.

1. The New Member Coordinator ("Trainee") will shadow their Trainer, an experienced New Member Coordinator, to learn how to process general support, mentee, and mentor level applications.
2. After this time, and depending on the volume of incoming applications at each membership level, training may be extended for an additional predetermined number of complete New Member Welcome sessions as needed or desired.

New Member Welcome Process: General Support members

These are the steps to welcome new General Support level members to the community. The New Member Coordinator will do each step in order for each General Support applicant.

1. Reviewing the application information to determine the suitability of admitting the applicant to the MentorCONNECT community.
2. Connecting with the Executive Director (or other appropriate leadership-level team member) and/or the applicant as needed with any questions about the newcomer's application.
3. Corresponding via email with the new General Support applicant to either: a) welcome them and send orientation information or b) advise them of the reason(s) why their application may be declined at that time.



New Member Welcome Process: Mentee members

These are the steps to welcome new Mentee level members to the community. The New Member Coordinator will do each step in order for each Mentee applicant.

1. Reviewing the application information to determine the suitability of admitting the applicant to the MentorCONNECT community.
2. Connecting with the Executive Director (or other appropriate leadership-level team member) and/or the applicant with any questions about the newcomer's application.
3. Corresponding via email with the new Mentee applicant to either: a) welcome them and send orientation information or b) advise them of the reason(s) why their application may be declined at that time.

New Member Welcome Process: Mentor members

Welcoming new mentor members is a little different than welcoming general support and mentee members, because the Mentor Candidate Interview Team will do the initial application screening for each new mentor candidate. The New Member Coordinator will receive each mentor application after the Interview Team has made a final determination to accept or decline the mentor's application. At that point, the New Member Coordinator will follow these steps.

1. Once a member of the Mentor Candidate Interview Team forwards you a new mentor application, simply read their instructions re: whether to approve or decline that applicant.
2. If the determination is to decline, send a brief note alerting the candidate of the reason(s) for the decline, and any further instructions the Interview Team passes along to them. Then process the application in Mail Chimp by clicking the "Declined" button in the applicant's profile.
3. If the determination is to accept, follow these steps.
 - a. Process the new mentor member's application in Mail Chimp and the Forums.
 - b. Forward the new mentor member's application, along with the Interview Q&A from the Mentor Candidate Interview Team, to the Mentor Guide Coordinator (alison@mentorconnect-ed.org).
 - c. The Mentor Guide Coordinator will respond with the name of the Mentor Guide assigned as a senior mentor for that new mentor. Update the new mentor's Mail Chimp record with the name of their Mentor Guide.
 - d. Create the new mentor's availability profile, by following the instructions below (under "How to Create a New Mentor Availability Profile").
 - e. Once the availability profile is ready, post it inside the Restricted Forums on the Find a Mentor page (<http://www.mentorconnect-edforums.org/forum/find-a-mentor>).
 - f. Put this title in the Subject box: "Available Mentor: FirstNameLastInitial" and copy/paste the text in the Body box.
 - g. When posting inside the Forum, be sure to click on the "Allow New Replies" box (along the right hand side of the page) to prevent mentees from posting comments on individual mentor profiles.
 - h. Alert the Mentoring Match Coordinator (mentormatch@mentorconnect-ed.org) that there is a new mentor who will begin receiving match requests.



How to Create a New Mentor Availability Profile:

All availability profiles follow the same basic format.

FirstNameLastInitial: Content from mentor application (pulled from the “More About Me” and “I am ready to serve as a mentor because” sections and edited for appropriateness and length).

Works By: Email and/or Phone (from the mentor application)

Available: Times available for mentoring work (from the mentor application)

New Member Welcome Process: Mentor members, cont.

Eating Disorders History: (from the mentor application)

CONTACT: FirstNameLastInitial

TO REQUEST A MATCH WITH THIS MENTOR: [CLICK HERE](https://mentorconnect.wufoo.com/forms/mentor-match-request-form/) (be SURE this link is “live” and goes directly to: <https://mentorconnect.wufoo.com/forms/mentor-match-request-form/>)

SAMPLE OF A PROPERLY FORMATTED MENTOR AVAILABILITY PROFILE:

Use this sample profile as a go-by when crafting the new mentor’s availability profile.

ShannonD: My name is Shannon, and I live in the northwest suburbs of Chicago. I fought an 8-year battle with EDNOS. I have been in recovery for the past 6 years. I always use the phrase, “in recovery” instead of “recovered”, because I believe that recovery is an ongoing process that you must constantly strive to maintain as you grow and change as an individual. For me, voluntarily seeking treatment for my eating disorder was my first step toward recovery. I chose to seek this help on my own because I was physically, emotionally, and mentally exhausted with being a slave to EDNOS. My road to recovery was and still is a difficult journey. Sometime after I had finished treatment, I came to the realization that negative thoughts and ideas will always pass through my mind, however, it is up to me to change the way I respond to them. Several coping skills and techniques have helped me throughout my recovery process, including using positive affirmations each day, practicing the Intuitive Eating approach, utilizing my support network, and talking openly about the challenges I encounter with those who support me and empathize with my struggles. I firmly believe that recovery is possible. If you are willing to accept support from others, put forth the effort to make changes in the way that you live your life, and keep hope alive, you will succeed. I have a tattoo that covers the left side of my ribcage that reads, “We Never Grew Out Of This Feeling That We Won’t Give Up”. The phrase is taken from a line of a song called, “The Best of Me”, by one of my favorite bands, The Starting Line. This tattoo reminds me that giving up is not an option. Life can and will be challenging, but if I keep holding onto hope, strength, determination, and the feeling that I won’t give up, I will continue to fight for my recovery.

Works by: Email, Phone

Available: Weekday Afternoons & Weekend Mornings/Afternoons/Evenings

Eating Disorders History: EDNOS

CONTACT: ShannonD

TO REQUEST A MATCH WITH THIS MENTOR: [CLICK HERE](#)



MentorCONNECT's Team-Based Approach

MentorCONNECT's leadership takes a team-based approach to all aspects of managing the community and welcoming new members at all membership levels. As such, the entire team is always on hand to assist the New Member Coordinator with approving and welcoming new General Support and Mentee members into the community.

Communications Basics

These simple communications basics can be a great asset while communicating with and welcoming new members to the community.

- 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.

Requests for Referrals/Information

- Non-medical support only: Participation in MentorCONNECT is never a substitute or replacement for professional medical help
- MentorCONNECT does not give referrals or treatment advice: Serving as a volunteer Mentor, chat support group leader, or MentorCONNECT volunteer in any capacity does not extend to offering referrals or advice about eating disorders treatment
- Referrals policy: MentorCONNECT's official policy is to refer those who seek additional support to NEDA, ANAD, EDReferral, Gurze or other similar website resources
- Resources policy: 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 for Volunteer Leaders

MentorCONNECT is a team-based community and all volunteer leadership roles are approached as a team. The entire team of leaders is always available for help, support, and trouble-shooting. The New Member Coordinator should not hesitate to contact the Executive Director, the Trainer or another leader in any situation where guidance and support is needed during any part of welcoming and orienting a new member to the community.