



New Mentor Coordinator Job Description & Training Overview

MentorCONNECT Mission & the New Mentor Coordinator

The mission of MentorCONNECT is to provide one-on-one and group mentoring opportunities to individuals in recovery from eating disorders. The New Mentor Coordinator plays a vital role in selecting, approving and welcoming recovered persons into the community to serve as mentors to our mentee members.

Timely and friendly selection of competent, responsible, mature recovered mentors 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 Mentor applications received in a given week. Typically MentorCONNECT receives between 1-3 new Mentor applications per week. We ask that the New Mentor Coordinator respond to all new applications within **three business days** (preferably sooner) to schedule the pre-approval interview as described here.

Reporting

The New Mentor Coordinator reports to the Executive Director

The Executive Director is: Shannon Cutts

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

New Mentor Welcome Process

These are the steps for the New Mentor Welcome Process. The New Mentor Coordinator will do all steps in order for each new mentor applicant.

1. Corresponding via email with the new Mentor applicant to arrange a time for the pre-approval interview (conducted via phone or email for USA-based applicants; via email only for international applicants)
2. Conducting the pre-approval interview and making notes.
3. Reviewing the interview notes together with at least one other leadership-level teammate (Executive Director, Trainer, or other) and/or the Mentor applicant to determine whether additional questions should be asked before granting the mentor applicant approval to serve.
4. Communicating with the Mentor applicant about the status of their application, including: a) approving the new mentor or, b) recommending a lower level of membership until readiness can be more clearly determined.
5. Matching newly approved Mentor members with a Mentor Guide, issuing training materials and warmly welcoming them into the community.

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 Mentor Coordinator with approving and welcoming new Mentor members into the community.



“New Mentor Welcome” Training Schedule

The training schedule consists of three steps.

1. The New Mentor Coordinator (“Trainee”) will shadow their Trainer, an experienced New Mentor Coordinator, for four complete New Mentor Welcome sessions.
2. Next, for an additional four sessions, the Trainee will take the lead to complete four New Mentor Welcome sessions, cc:ing the Trainer for assistance and guidance as needed.
3. After this time, and depending on the volume of incoming mentor applications (and the volume of interviews needed) training may be extended for an additional predetermined number of complete New Member Welcome sessions as needed or desired.

What to Expect When Conducting Mentor Pre-Approval Phone Interviews (USA-based applicants)

For domestic (USA-based) Mentor applicants, the pre-approval interview is conducted by phone or email.* Phone interviews typically last no longer than 30 minutes. To begin, the Trainee will thoroughly review this training packet and ask the Trainer any questions s/he may have. Then the Trainer will set up four mentor interviews with new Mentor applicants via email. The Trainee will be cc:d on email communications and interviews and conferenced in for phone interviews to audit and observe. The Trainer will then “debrief” via email or phone with the Trainee after each call.

* NOTE: *Currently the leadership team is still using both phone and email to interview USA-based new Mentor candidates. The decision about which method to use is made by the New Mentor Coordinator on a case-by-case basis. The decision is based on ease of scheduling and availability of both parties for a phone or email interview (new mentor and interviewer).*

What to Expect When Conducting Mentor Pre-Approval Email Interviews (USA-based and international applicants)

For international Mentor applicants, the pre-approval interview is conducted via email only. The interview process otherwise remains the same, except that instead of verbally asking each question, the interviewer will email a series of questions to the Mentor applicant and review their responses via email. The dialogue can continue via email for the length of time needed to determine readiness to serve. For email interviews, the Trainer and Trainee will review the applicant’s answers as a team during the training process.

Sample Interview Questions

The intention of the following questions is not necessarily that they be used verbatim. Rather, these questions may be used as a supplement to or guide for discussing the information contained in the Mentor’s application. The goal of the interview process is to invite the Mentor applicant to share more about what they understand mentoring to be, what their role as a mentor is, what the difference between a mentor and a therapist or friend is, what the Mentor can offer to a mentee from their personal recovery story and how to handle situations that might be triggering to the Mentor or the mentee (or both).

The New Mentor Coordinator is also encouraged to develop additional questions as needed based on the Mentor applicant’s responses to initial questions.



Sample Interview Questions, cont.

1. What is the difference between recovery and strong recovery? How did you identify that for yourself during your recovery journey?
2. What tools did you learn during your own recovery that you can now share with others?
3. What brought you to MentorCONNECT?
4. Most communications on MentorCONNECT are done through email or texting – less so through the phone. How can you communicate recovery support via email/text only? What are some ways you can offer support through email/texts?
5. What are some ways you handle stress and difficult situations today? Do you find that the same coping skills you learned during recovery are useful to handle other life issues today?
6. Are you able to commit at least one hour per week per mentee? If your mentee asks for extra support beyond that and you are not able to provide it (some mentors do and some do not) how would you
7. Are you comfortable with having firm yet flexible boundaries with your mentee overall?
8. What is the difference between a mentor and a therapist, a sponsor, a patient advocate or a friend? What do you feel your role as a mentor is in your mentee's support team?
9. Are you willing to take an active role on MC's Community Forums to encourage our members with your presence and encouraging words? (purpose: the Forums are a tool for the members – so as a mentor you need to be familiar with it as a resource and continually direct your mentee(s) to the Forums for additional support)

Mentorship Fundamentals

All mentors and leaders should be familiar and comfortable with the basics of how MentorCONNECT operates as a community. As such, all interviews should emphasize a basic knowledge and understanding of MentorCONNECT's policies and procedures, pro-recovery format and communications guidelines (all found in the Mentor Welcome & Orientation Packet).

Post-Interview Mentor Welcome Process Completion

Once the pre-approval interview has been completed, one of two things will occur.

1. The new Mentor applicant will be invited to join the community at a different membership level (mentee, general support) until such time as readiness to serve can be determined
2. The new Mentor applicant will be approved for mentorship service and welcomed into the community.

For those Mentor applicants who receive a recommendation to join at the Mentee or General Support level in preparation to reapply later at the Mentor level, their applications can be sent to the New Member Coordinator for processing at the appropriate level of membership.

For those applicants who are approved for service as a mentor, the New Mentor Coordinator will then proceed with these final steps:

1. Matching the new mentor with a Mentor Guide
2. Issuing the full training materials (Welcome & Orientation Packet and additional materials as needed)



Communications Basics

These simple communications basics can be a great asset while conducting mentor interviews.

- 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 Mentor 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 mentor to the community.