



MC Welcome Team Coordinator Job Description

***MentorCONNECT* Mission: Welcome Team**

The mission of *MentorCONNECT* is to provide one-on-one and group mentoring opportunities to individuals in recovery from eating disorders.

When new members join and begin to participate in the Forums, the most critical need they have is for immediate **CONNECTION**.

The New Member Welcome Team Coordinator's role is to facilitate a team of volunteers who will become that point of connection, ensuring each new member feels immediately recognized and welcomed into their new community.

Time Commitment

Daily and weekly time commitment depends on volume of new members that are joining the Forums and the number of welcome volunteers who are serving on the team.

Reporting

The Welcome Team Coordinator reports to the Executive Director

The Executive Director is: Shannon Cutts

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

Training

New Welcome Team Coordinators and their corps of volunteers will already be familiar with how the MC Community Forums work. Training will be "on the job."

How to Locate and Welcome New Members

Step One: locate the "Members" tab (at the top of the Forums home page): <http://www.mentorconnect-edforums.org/members>

Step Two: Click on "Sort By Join Date" to bring up the newest Forums member pages:
http://www.mentorconnect-edforums.org/members?sort=JOIN_DATETIME

Step Three: Click on each member's page in turn, navigate to their Wall, and post a short comment welcoming the new member to the community and letting them know we are glad they are here.



Frequency of Welcoming Duties

As the New Member Welcome Team Coordinator, your role entails recruiting sufficient volunteers to have at least one welcome team member available on a daily basis to welcome newbies to the Forums. The details of how best to do this can be determined as your team forms.

The Ideal Volunteer

The ideal volunteer for the Welcome Team is a general support and/or mentee level member who possesses these qualities:

- Active Forums participation and strong basic familiarity with how the Forums work.
- Reliable with email and Dialogs communications.
- Exhibits a basic maturity and stability of character.
- Enthusiastic about MentorCONNECT and what the Forums has to offer.
- Willing to make a commitment for at least one day/night per week of volunteer service.
- Articulate with written communication, fluent in English.

Recruiting Volunteers

Members are often chosen from the most involved members on the site, Monday Night Chat, blogs, forums, mentors and mentees. Ideally, this position holds 6-8 members so there can be an adequate rotation of members to welcome the “newbies.” Recruitment options within the Forums include:

- Posting a blog about the open Welcome Team position.
- Posting a topic in one of the active Forums about the position.
- Viewing blog, Forum, and chat activity to determine level of activity and approaching those members directly with an offer to join the Welcome Team.

Handling Questions

The volunteers who serve on the New Member Welcome Team are not expected to be “experts” about how MentorCONNECT itself. If a new member has questions beyond the scope of the basics of Forums navigation, setting notification preferences, setting up their personal profile, and other similar “newbie” questions, it is the Welcome Team Coordinator’s job to find the answer to the “newbie’s” questions and respond to the “newbie.”



Communications Basics

These simple communications basics can always be helpful when communication with individuals from inside and outside the MentorCONNECT 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. Defer resolution of conflicts with individual members to after the meeting conclusion

Handling Requests from Members or Outside Persons for Interventions, Referrals or Information

These policies serve as a guide for communications overall.

- 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 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 Welcome Team Coordinator should not hesitate to contact the Executive Director or their Trainer at any time for assistance.