



MentorCONNECT Mentor2Mentor Program Job Description

M2M Program Mission

The Mentor2Mentor Program matches more experienced mentors with newer mentor members to offer additional support beyond the basic mentor training and orientation that is provided in the Welcome Packets.

Upon request, the M2M Coordinator may also serve in a team-based mentoring partnership with their assigned mentor and that mentor's mentee(s) to trouble-shoot, brainstorm, and dialogue about personal recovery experiences that may be useful to the mentee(s) in meeting recovery goals.

Program Details:

A M2M Coordinator's role is two-fold:

1. To send out the links to the Monthly Mentor-Mentee surveys
2. To individually contact each assigned mentor once per month to check in and provide additional support on an as-needed basis

Monthly Duties Step-by-Step:

1. As soon as a new mentor member is approved to join, a M2M Coordinator will be assigned to support that mentor on a monthly basis
2. The newly assigned M2M Coordinator will make email contact to answer questions and invite the new MC mentor to be in touch as the need arises and at a minimum of once per month (average time this task requires = 5 minutes per new mentor on as-needed basis)
3. At the beginning of each month, the M2M Coordinator will receive from the Member Welcome & Orientation Coordinator a link to the monthly Mentor and Mentee Surveys, along with a spreadsheet that contains contact email addresses for each. The M2M Coordinator will send out an email blast to their assigned mentors, and those mentors' mentee matches, with the respective links to the Mentor and Mentee surveys (average time this task requires = 15-20 minutes/month)
4. Within 2 weeks, the M2M Coordinator will receive the completed survey results. The M2M Coordinator will review the survey responses to identify any areas where their mentors or the mentors' mentees are having difficulty or have questions (average time this task requires = 15-20 minutes/month)
5. The M2M Coordinator will then follow up by email with their assigned mentors to check in, answer any questions, and find out how the match is proceeding (average time this task requires = 1-2 hours/month)
6. With each contact, information will be recorded on the Mentor Contact Form for monthly transmission to the Member Welcome & Orientation Coordinator. Entries should include date(s) contact was attempted, the date contact was made, and a summary of the Coordinator's assessment of the match's current effectiveness, including any issues that have arisen in the mentoring match (average time this task requires = 15-20 minutes/month)



Monthly Duties Step-by-Step, cont.:

7. In order to assess how the match is proceeding, the M2M Coordinator may inquire about the following:
 - a. Are they enjoying participating in the match?
 - b. How do they feel it is going?
 - c. Are they having any difficulties?
 - d. Is the relationship developing as they would like?
 - e. If not, why do they think it isn't?
 - f. Are there any concerns or issues that should be addressed by program staff?
 - g. Do they need more support or training?

Problem Resolution:

1. If the M2M Coordinator assesses that there is a question or potential problem the mentor is facing in the match, the Coordinator will attempt to clarify the issue(s) and work with the mentor to achieve resolution
2. The general process for resolving potential problems will be:
 - a. Coordinator will ensure an accurate understanding of the question or potential problem
 - b. Coordinator will work with the mentor to develop ideas and a troubleshooting plan
 - c. Coordinator will encourage the mentor to take action and will follow up within the week to learn the outcome and address any remaining issues
3. Two attempts to contact the assigned mentor will be made in a given month before the Coordinator will inform the Member Welcome & Orientation Coordinator of non-communication from the mentor. At that time, responsibility for communication will be reassigned to the Member Welcome & Orientation Coordinator. Two more attempts at contact will be made before the mentor will be considered non-responsive and the mentee will be notified of the need to make a new match
4. If the mentor reports non-responsiveness from the mentee(s) they are matched with, the M2M Coordinator will inquire as to how long the mentee has been nonresponsive and invite the mentor to make one more attempt to make contact and then report back to the Coordinator with the results. If communication is not achieved, this information will be noted on the Mentor Contact Form and responsibility for communication will be reassigned to the Member Welcome & Orientation Coordinator. One more attempt at contact will be made before the mentee will be considered non-responsive and the mentor will be notified of the need to make a new match



Sample Mentor2Mentor Program Introduction Letter

Dear (new mentor's name):

Welcome to *MentorCONNECT*! And congratulations on your decision to offer your encouragement and support to our mentee members through becoming one of our caring volunteer mentors. Thank you!

My name is (your name here) and I have been serving as a *MentorCONNECT* mentor for some time now. I am excited to share with you that we have just launched a Mentor-to-Mentor mentoring program to provide each of our mentor members with additional support, and I am your new mentor-to-mentor match.

I will be contacting you once per month just to check in, see how your partnership is going, answer any questions that you have, and talk through any concerns that you may have. I am also happy to hear from you more frequently if the need arises.

Please make note of my email address (insert email address here) and feel free to contact me at any time. I am looking forward to hearing about your mentoring journey and offering support in any way that I can!

Warmly,

(your name here)

Mentor2Mentor Program Coordinator



Mentor2Mentor Sample Contact Form

Sample questions to consider when making contact with your assigned mentor include:

Which mentee(s) made contact this month? Are they enjoying participating in the match? How do they feel it is going? Are they having any difficulties? Is the relationship developing as they would like? If not, why do they think it isn't? Are there any concerns or issues that should be addressed by program staff? Do they need more support or training?

Mentor's Name	Contact Date	Current mentee(s)	Summary of mentor check-in

Please submit the completed form each month to mc@mentorconnect-ed.org