



MC Welcome Team 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, the most critical need they have is for immediate **CONNECTION**.

The new member Welcome Team leader's role is to be that point of connection so that a new member feels welcomed and included right away in their new community.

Who the Welcome Team Leader Reports to

The welcome team leader will report to the Forums Supervisor.

Forums Supervisor: **Jeanette**

Email: Jeanette@mentorconnect-ed.org

Forums Profile: <http://key-to-life.ning.com/profile/Jeanette>

Training

New welcome team leaders will already be familiar with how the MC Community Forums work. So no real training is necessary unless the new team leader has questions.

How to Locate and Welcome New Members

Step One: locate the "Members" tab (at the top of the Forums home page) and find new members who have joined that you are not yet friends with.

Step Two: "Friend" the new member by clicking "add as friend" (this link is to the left beneath the new member's picture)

Step Three: Post a short comment welcoming the new member to the community and offering to show them around

Frequency

Please ensure that your schedule permits being able to log on to the Forums at least twice per week on average to welcome new members. *MentorCONNECT*'s membership is growing very rapidly and we usually have several new members that join each day. If you can log on more frequently to welcome them that would be ideal.

Scheduling



If you are not able to log on twice per week, we still need your help welcoming new members! Just let the Forums Supervisor know what your schedule will permit and we will work with you to accommodate your time constraints.



Handling Requests from Forums Members for Interventions, Referrals or Information

The new member Welcome Team is not expected to be an “expert” on how MentorCONNECT, or the Community Forums, works. If a new member has a question or requests information, please direct them to the Forums Supervisor.

It is also important for all MentorCONNECT volunteers to understand and abide by the following policies:

- Participation in *MentorCONNECT* is never a substitute or replacement for professional medical guidance and care
- Serving as a volunteer Mentor, live chat support group Moderator, or *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, Moderators are required to give at least 3 resources as we do not endorse particular services or providers

Additional Support

The Forums Supervisor is always available for help, support, and trouble-shooting. The live chat support groups Moderator should not hesitate to contact the Supervisor in any situation where guidance and support is needed.