

Mentoring

1. Purpose of mentoring new volunteers is to bolster confidence, preparedness and professionalism. Think back to when you first started and your experience being mentored. What helped you as a new volunteer and what could have been included to make the experience even more worthwhile?
2. Before you arrive to mentor, review position description.
3. Come fifteen minutes earlier than call time to be in the facility to greet the new volunteer and pick up your checklist from Front of House staff
4. Steps to mentoring a new volunteer
 1. Find the new volunteer and introduce yourself
 2. Introduce them to the staff on duty
 3. Review check in procedures
 4. Go to coat check and show the mentee how to:
 - a) Pick up vest
 - b) Pick up parking pass
 - c) Put valuables in lockers (if appropriate)
 - d) Pick up nametag
 - e) Pick up tie, basket, pouches and flashlight as needed
 - f) Look in the mirror
 - g) Note: lost and found, hearing aid devices, booster seats, rubber gloves
 - h) Note telephone extensions and line out (press 9)
 5. Go to kitchen
 - a) Pick up a bottle of water if needed (encourage BYOBottle)
 - b) Stuffing
 - c) Coffee and cookies
 - d) Ice machine
 - e) Encourage hand washing and relate where the sanitizer gel can be found
 - f) Review "Position Descriptions & Locations at a Glance" on the kitchen cupboard if volunteering for Usher or Ticket Taker position
 - g) Review "Evacuation Procedures" on the kitchen cupboard
 6. Discuss their options
 - a) Observing
 - b) Assisting
 - c) Attempting
 - d) CombinationEncourage independence but the patron's needs comes first
 7. Review expectations of the position
5. Some will be experienced volunteers trying on new position so ask them when they started at River Run Centre and what their experience has been so far.
6. At the end, inquire if they feel prepared to do the position on their own or wish to mentor again. Use your discretion to encourage them one way or another. Complete the checklist together.
7. Encourage them to sign up as soon as possible in that position to reinforce experience.
***Answer all questions with warmth and patience (remember your first day)**