

# MENTOR SERVICES

## INFORMATION SHEET



Volunteering SA&NT's Mentor Service is available to Board members, managers and volunteers of volunteer-involving organisations (VIO) members of Volunteering SA&NT.

Mentor Services are designed to enhance the effectiveness and professional expertise of key individuals in community organisations.

Volunteer mentors are carefully selected for their qualifications, professional experience, relevant skills and personal attributes. Meetings are one-on-one so that full time and attention can be applied to the mentee's specific concerns.

Mentors work in close relationship to a Mentor Services Coordinator, and are subject to regular formal supervision, progress reviews and outcome evaluation.



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# MENTEES



## **What is a Mentee?**

A *Mentor Services* mentee is a staff member of not for profit organisation. The staff member's role typically involves working directly or indirectly with volunteers.

Mentee staff may include Board members, managers, volunteers and other key staff.

Mentees stand to benefit from the support of someone who is external to their business and who shares their knowledge and experience.

Mentoring enables mentees to set specific goals to help in their career, provides opportunity to discuss issues that may affect their work outcomes. Mentors help explore and improve mentee skills, abilities and attributes. The mentoring process provides mentees with renewed motivation and functional strategies to build their confidence and resources.

Mentor Service is one of the benefits of VSA&NT membership.

For more information on membership and its benefits: <https://goo.gl/7eLqHQ>



## MENTORS: BENEFITS

### **Mentor Services offer the following benefits :**

- Identify the mentee's needs and goals, and set up clear objectives for the mentoring relationship
- Facilitate, support, motivate and encourage the mentee to achieve their desired objectives
- Providing non-judgemental feedback
- Encourage mentee action, reflection and self-learning
- Maintain a professional relationship based on trust, respect and achievement of agreed outcomes
- Through active listening and questioning, assist the mentee to set personal work-related objectives and commit to actions
- Help the mentee think through decisions, explore new ideas, see things from different perspectives to solve their own problems
- Be a "sounding board" for the mentee's ideas, hopes, goals and challenges
- Share relevant examples of life experiences; empathise and encourage the mentee
- Help the mentee to source information that will help them achieve their goals
- Observe all policies and procedures of VSA&NT, including confidentiality, at all times.



# How does the Mentor Service work?

## How much does the Mentor Service cost?

The service is free for people who work for not for profit organisations and meet the VSA&NT Mentor Service eligibility criteria.

## When does the Mentee and Mentor meet?

Once the mentee application has been processed, the VSA&NT Manager will assign the next available mentor and he/she will contact the mentee for the first meeting. At this first meeting, the Mentee and Mentor discuss and confirm the mentee's goals, sign an Agreement and begin together.

## Where will meetings take place?

The mentee and mentor decide together the best place and time to meet. Some people find it more focused and less distracting to meet at their workplace during work-time. Others find it more helpful to meet outside their workplace before or after work. For others it can vary each time.

## Is there anything the Mentor will not do?

The mentor will not:

- Offer advice
- Provide skills training
- Make decisions on the mentee's behalf, lead or pressure the mentee to take a specific course of action
- Provide psychological counselling
- Provide performance management
- Become involved or contact the mentee's

## Code of Conduct in the Mentoring Relationship

### Mentees:

- Act honestly and in good faith,
- Acknowledge the necessity to be reasonable in the timing and frequency of their requests of the mentor
- Maintain confidentiality about what is discussed during their meetings and communications with their mentor, with the exception of discussing an issue with the VSA&NT Mentor Services Coordinator.

### Mentors:

Mentors are volunteers of Volunteering SA&NT. Through the induction process they have agreed to abide by the Policies and Procedures of the organisation. This includes the Code of Conduct Policy and Confidentiality Policy of VSA&NT.

**MENTORING  
BENEFITS  
EVERYONE!**





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## **Next Steps to becoming a VSA&NT mentee**

- Discuss having a VSA&NT mentor with your CEO and/or supervisor and consider the goals you wish to work towards
- Complete a Mentee Application Form
- Complete an interview with your CEO/supervisor and the VSA&NT Manager to ascertain your goals and aspirations during the mentoring
- Be assigned the next mentor
- Discuss and sign an Agreement with the mentor, allocating times and places for meeting regularly
- Complete evaluations as required
- Achieve the mentee goals in 12 months or re-negotiate the Agreement

More Information:

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Volunteering SA & NT

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