Mentoring Program Committee Description

The volunteer Mentoring Program exists to provide mentoring and placement for new volunteers, as well as, to place Mentors for each new volunteer group. The Volunteer Mentoring Committee Chair works directly with the Visitor Services staff, and reports to the Volunteer Board Chair.

Mentoring Program Committee Chair Responsibilities

- Prepare Mentors to mentor new volunteers, through training and study materials.
- Have advanced knowledge of upcoming volunteer orientation dates. Strongly suggested to attend at least one full orientation day (morning and afternoon session) to gain an understanding of the format and the new volunteer orientation day experience.
- Have access to new volunteer orientation PowerPoint presentation. (Obtained from Visitor Services staff)
- Have knowledge of prospective volunteers and new volunteers to the Museum
- Work with the Visitor Services staff in collecting information about new volunteers, their contact information, as well as, background and *profile information, and pass on to the Mentor.
  *Prior to orientation day, the Mentoring Program Committee Chair should gain access to prospective volunteers profile information. Visitor Services staff must be notified before Orientation day that you would like to have access to the new volunteer applications, so that you may review the applicants' name, contact information (e-mail address/phone number), and other profile information. It is suggested make copies to take with you to keep for your records, and to pass along to the assigned Mentor.
- Request a volunteer from the Volunteer Foundation to be a *mentor for each new volunteer group in advance to the volunteer orientation. Volunteer mentors should be considered both inside and outside of the volunteer board. The mentor requirement shall be a volunteer who: 1) has served one year at the Museum as a volunteer; 2) is currently active as a volunteer; 3) proficient in knowledge of the Volunteer Foundation, and the Museum; 4) is a current member of the Museum, and 5) has good standing with both the Volunteer Foundation, Museum Representative and Museum Foundation.
- Communicate volunteer Mentor responsibilities to each mentor assigned to each new volunteer group.
- Provide access to the new volunteer orientation slide presentation to assist Mentors with new volunteers who need assistance with their knowledge exam.
- Receive feedback from Mentors about the New Volunteer Orientation, and volunteer exam results. Obtain feedback concerning additional training, informational meetings, or tours, arranged by Mentors.
- Attend new volunteer orientation in the event that a Mentor is not able to attend. In the event that a Mentor is not able to complete mentorship, recruit new volunteer Mentor, or assume the responsibility as Mentor.
- Recognize and thank each volunteer Mentor for their commitment to mentoring their new volunteer group. If Mentor is on the volunteer board, publically acknowledge them at board meetings.
- Complete and submit monthly committee reports to the Volunteer Board Chair and to the volunteer board. Provide monthly feedback about the Mentoring program to the Volunteer Board at board meetings, upon request.

Committee Dress Code: Business casual, as specified by Visitor Services staff.
  - Exceptions would apply when attending outdoor tours in the Museum Park.

Volunteer Mentor Responsibilities
The responsibility of the volunteer Mentor is to help prepare, equip, and guide new volunteers in giving service to the Museum. This is accomplished through tracking and ensuring that each new volunteer has the necessary knowledge and tools that are needed to service efficiently by providing any additional training, materials, or communication needed to fulfill their new role.

Duration: Mentorship lasts a period of three months. It is encouraged to continue support even after the mentoring period has ended, as new volunteers may still need guidance.

Duties:

Prior to orientation, a mentor should obtain profile and contact information of prospective volunteers. (This information can be gathered from the Mentoring Program Committee Chair.) Volunteer applications should be reviewed before orientation day so that the mentor is familiar with their prospective mentees' (new volunteers) names.

- Attend new volunteer orientation. Should arrive early to help greet and get acquainted with your mentees (prospective volunteers) as they arrive.
  - First-time Mentors are encouraged to attend the full orientation, full orientation day (morning and afternoon session) to gain an understanding of the new volunteer orientation experience. All mentors are asked to stay for the morning session of the orientation to become more acquainted with mentees.

- Send follow-up e-mail to new volunteers the day of or day after orientation day. Attach New Volunteer Checklist and Tour Agenda with instructions to the e-mail. Checklist items should be marked for completion and shared with the Mentoring Program Committee Chair for progress evaluation.

- Provide assistance to your mentees about questions they may have concerning the volunteer knowledge exam. (Refer to the new volunteer orientation PowerPoint Presentation available through the Mentoring Committee Chair or Visitor Services staff).

- Congratulate and welcome your mentees on becoming volunteers, after they have passed the knowledge exam (via email).

- Inform and ensure that your mentees have received the volunteer e-Newsletter once they become an official volunteer.

- Communicate through e-mail, or phone, and face-to-face when necessary; as it concerns questions, or issues, and respond in a timely manner. If the Mentor does not have the answer, he or she should forward the information to Visitor Services staff or the Mentoring Program Committee Chair if necessary.

- Prepare new volunteers (mentees) to serve the Museum by providing additional training, guidance, and support if needed. A Museum Park tour is scheduled for new volunteers with the assistance of the Mentoring Program Committee Chair and the Museum Park Committee Chair. 1) Ensure that new volunteers are informed of the volunteer committees and opportunities to serve, as well as, how to record hours of service in Volgistics and VicNet. 2) Schedule tours for the Museum and Park, and encourage attendance to curatorial tours and lectures.
• Remind your mentees of their volunteer service time commitments: 20 hours per volunteer year to maintain an active volunteer status.

• Inform your mentees to be sure to attend all exhibition and volunteer service training before serving. (This applies to any first shift of volunteer service: e.g. first shift for exhibition, information desk, Museum Park, exhibition store, etc.) Ensure that the new volunteers (your mentees) do not give volunteer service without the necessary training.

• Ensure that your mentees receive the volunteer e-Newsletter.

• Ensure that your mentees have been contacted by the committee chairs whose committees they have expressed interest in serving.

• Send a personal invitation to new volunteers for Volunteer Events, especially during the mentorship period and at least two subsequent months thereafter.

• E-mail the New Volunteer Survey to your mentees after 90 days from the volunteer orientation day. Surveys should be mailed to, or e-mailed to the Visitor Services Manager or e-mailed to back to you, their Mentor.

• E-mail a congratulations/thank you note to all new volunteers currently serving at the museum after one year of service. [verification should be made that volunteers have served at least 20 hours of service in the first year]