

Mentoring

At Ledbury Community Hub

What's unique about LCH service

What follows is a structure.

It's to ensure

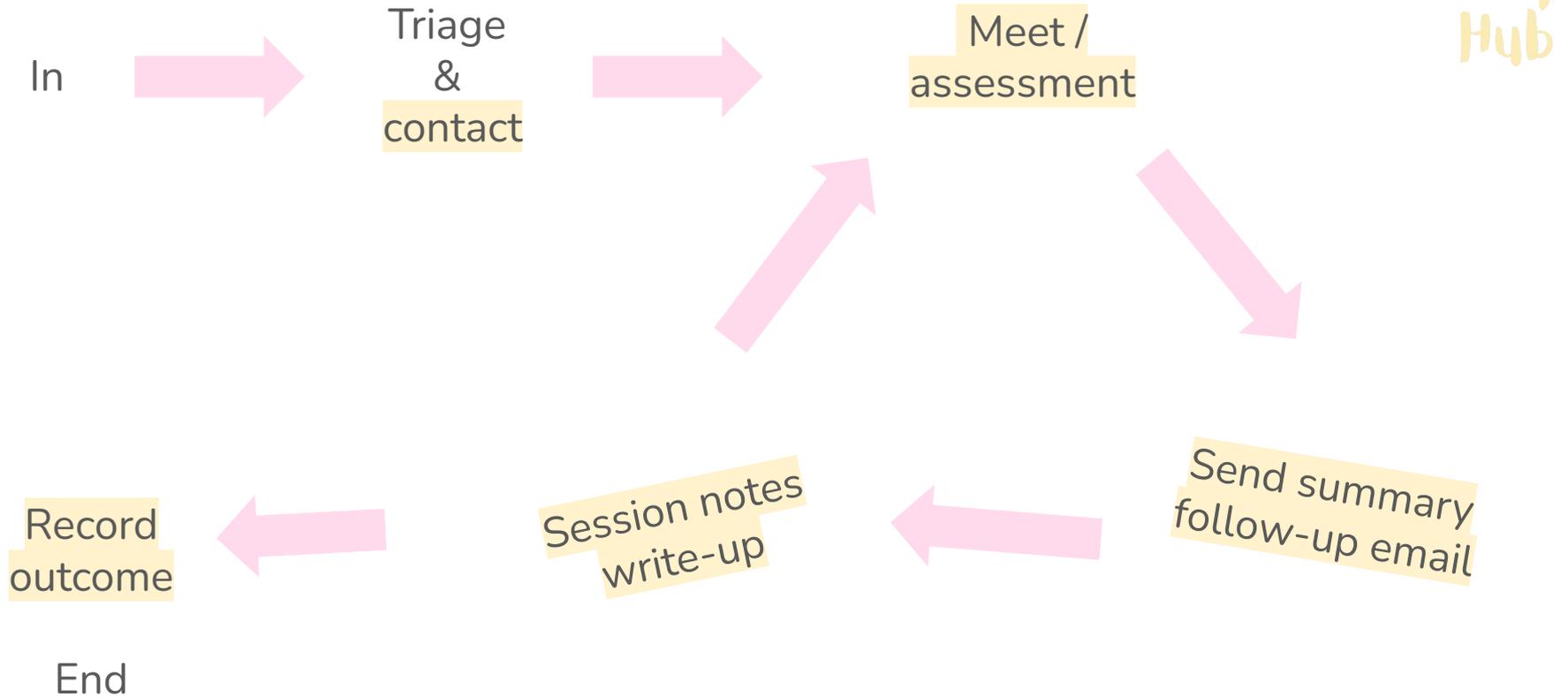
- Consistency of experience
- Secure data control
- Everyone knows what to do
- Accountability

The support we provide for participants is varied, as are the needs of each individual.

We use sound judgement and discretion to afford each individual the respect of personhood, adapting provision on a needs basis.

The process has flexibility built into it, by design.

Participant's Journey



Onboarding

- Form
- Email
- Phonecall
- Face-to-face

Data ought be minimal and securely stored in a single, protected place.

Collect Key Information

- Name
- Contact
- Area of Interest
- Goals
- Experience
- Any project-funding requirements (e.g. 'Has HR postcode' Y/N)

First Contact

If they're a good fit for project

- Email first
- Content
 - Who you are*
 - Why you're contacting*
 - The action you need from them*
(e.g. schedule face-to-face meeting)
- Be precise with dates, times, location of meeting - don't ask open ended questions

Otherwise

- Signpost to alternatives
 - Hub events
 - Support services
 - Resources
 - Contacts
 - With permission, referral(?)

This is an opportunity to validate and accept / challenge the triage decision.

Follow-up Contact (e.g. after non-response)

- Preferably a phone call with an email follow up (so that people don't have to remember what they have heard)
- Know what you want to say
 - Greet
 - Introduce yourself
 - Why you're calling
 - Who it's for

*Be mindful of what you say and to whom. **We mustn't disclose referrals to others** – even family members – without express permission.*

Agree to Meet

Do this

Whether first or follow-up contact, aim to remove friction for people to get started.

E.g.

- Reassure that we can be flexible with location
- Provide an appointment schedule booking link
- Be empathetic and receptive, grateful they're participating.
- Be precise with dates, times, location of meeting - don't ask open ended questions

Prepare Meeting Space

- Have forms and documents ready - don't be faffin with them in the room
 - E.g. Hub website, assessments, relevant info, application forms etc.
Whatever you've agreed to work on.
- Fill in what you can based on what they've already provided, so we present a cohesive service (we don't want to ask the same person for the same data over and over again).
- Have seating available – both with arms and without arms.
- Ensure it's warm
- Have tissues
- Stationery

In the Meeting

- a. Greet with warmth and openness – calm vibes
- b. Have them state their own goals
- c. Have them explain the experience they have
- d. Identify preferred method of communication
- e. Establish availability, to get a sense of schedule
- f. Confirm any other dates and information they've requested.
- g. Schedule the next meeting

Consider that people communicate with more than words. Be receptive to body language, tone of voice, expressions, emotional cues.

If the project is short-lived or specifically time-bound, ensure to manage expectations and frame the work together within these constraints.

Throughout

- Active listening
- Non-judgement
- Be human
- Patience
- Slow down
- Record key info / notes - and tell them why you are doing this
- Be sensitive to language / communication barriers

After the Meeting

- Record session notes with relevant form
- Send email to participant with all we covered, such as
 - Extra info
 - Event times
 - Next meeting time
 - Agreed goals and actions
 - Expression of gratitude and appreciation for their time



Befuddlement and escalation

- Sometimes, we don't know what to do.
- Tell Nic.

A Note on Goals

- Participant-centred (they should own and be attached to their goals)
- Timeframe – be realistic about how long things take, how long you have together
- Ensure we're not placing participants under undue stress and pressure – be encouraging, but not oppressive in supporting people to achieve their goals.
- Be cool if they don't achieve everything... or anything. That's ok. Celebrate progress, whatever form; take stock, own mistakes and make a plan.

Sometimes, we have to scope participants' grander goals within the constraints of what's possible with the time and resources we have:

- E.g. Participant wants to start a business; we create a goal to use the Hub space for a trial event, for proof of concept and to test market demand.