

## Mentor Leader Role Description

Last Update: November 20, 2019

Document Owner: Tony Aloise



Volunteers mentors are critical contributors to the success of the \_\_\_\_ mission. We seek to enable our mentors to *serve to their purpose, passion and potential*. As the Mentor Program Leader, your role is to shape the mentor program “roadmap”, lead mentor training and development and ensure that mentees make progress toward their goals.

*Note: this role may be combined with a Volunteer Leader or Programming Leader role.*

### Responsibilities

- Own the **Mentor Program Vision** and associated goals and metrics. Track and assess root cause gaps of key metrics. Maintain a **Mentor Dashboard**.
- Ensure **Best Practices** are followed and assessed for Mentors and Mentees and guide improvements.
  - Recruitment (with Volunteer Leader)
  - Screening (with Volunteer Leader)
  - Training
  - Matching
  - Monitoring and Support
  - Closure
- Document key **Work Processes** to ensure sustainability. Lead implementation of improvement ideas.
- Create an expectation and process for ongoing mentor development. Use **Principles and Skills** to guide development.
- Develop and own the **Coaching Roadmap** (with the Programming Leader).

### Key Metrics

- **Skills:** % skill attainment at target (for clients and volunteers).
- **Curriculum Design:** % desired modules are documented and tested.
- **Curriculum Execution:** % qualified facilitators, program executed per the plan.

### Qualifications and Essential Skills

- **Experience with core work.** Can do the actual work of the volunteers, especially mentoring. This allows coaching by example.
- **Demonstrated passion for the mission.**
- **Life or career experience** with leadership, teaching, mentoring, project management or a special skill coupled with a desire to grow personally and professionally.
- **Process management:** treats work as a process.
- **Leadership:** envision, energize and enable staff and volunteers.
- **People skills:** active listening, trust building and coaching/mentoring.

### Principles

- All volunteers have a “love language”, personal needs, goals and special (sometime unique) skills. Get to know them.
- We regularly benchmark with other local organizations. Leverage the [Life Solutions Network](#), the entire [Greater Cincinnati Mentor Leadership Alliance](#) and [CAVA](#).