

Volunteer Mentor Role Description

Reports to: Mentoring Team

Purpose: To support a mentee and help them to achieve their goals and surpass their expectations, by listening, exploring, role-modelling, goal setting, and encouraging.

The role of the mentor is to:

- Provide a confidential mentoring service for mentees, by telephone, face-to-face, or by other appropriate means of communication.
- Keep in regular contact with Back Up mentoring team, to provide updates on progress.
- To work as a team with office staff and supervisors, to overcome challenging situations and make sure people get the support they need.
- Attend development days.

Skills & Qualities

- Someone who is spinal cord injured, or the family member (partner, parent, sibling etc) of someone with an SCI.
- An excellent listener.
- Able to empathise with other people; patient, understanding and considerate.
- Can talk about emotions, their own and other people's.
- Able to build a supportive relationship with a person going through a difficult time.
- Willing to work as part of a team alongside Back Up staff.
- Able to give and receive feedback, and deal with concerns in a timely and sensitive way.
- Encouraging, supportive and perceptive.
- Respects boundaries & confidentiality.
- Comfortable sharing their own experiences with a mentee.
- Able to use their personal experience in a helpful way for others.
- Accepts people as they are, without judging their lifestyle and choices.
- With training, understands when to talk to the mentoring team about other support that might be available.
- Understands that everyone's experience of SCI is unique.
- Able to understand the range of issues that mentees might have.
- Able to manage their own physical and emotional wellbeing, and know when to ask for support.
- Committed to Back Up's vision and mission, and can work within our values.
- Can commit the time needed for mentoring.