

Contents

- **1** Introduction
- 2 Youth Mentoring Overview/ Objective and Targets
- **3** Key Roles and Responsibilities
- 4 Being a Mentee
- 5 Being a Mentor
- 6 Programme outline

Appendices

- Mentee Frequently Asked Questions
- Mentor Frequently Asked Questions
- Mentoring Agreement
- Mentee Self Referral Form
- Mentee External Referral Form
- Mentor Application Form



Introduction

One YMCA deliver a range of services for young people to support their personal, social, health and emotional wellbeing. These include open access youth clubs, interest groups, outreach and detached youth work and targeted or issue-based programmes. Alongside group-based activities our Mentoring programme provides focussed one to one personal support, encouragement and inspiration to young people.

Youth Mentoring

Youth Mentoring is where a young person (Mentee) is matched with an adult Mentor. The Mentee and Mentor meet regularly, establishing a positive trusting relationship. The Mentor provides 1:1 support, guidance, encouragement and inspiration to help the Mentee meet their self-identified goals. During the process Mentees work with their Mentor to create a plan, identify changes they want to make, and how they can measure their process. One YMCA's Youth Mentoring programme is designed to provide sustained support to young people aged 9 – 18 over a 12 month period.

This programme has been developed based on the learning taken from One YMCA's previous delivery of mentoring, external mentoring programmes, and through collaboration with young people and staff.

Aims of Youth Mentoring

One YMCA Youth Mentoring programme seeks to:

- **1.** Offer sustained 1:1 support to Mentees who are experiencing challenges with their emotional wellbeing or looking for support in taking their next steps in life.
- 2. Help Mentees to identify and make progress towards their goals.
- **3.** Empower Mentees to explore challenges and identify solutions, opportunities and coping strategies.



Objective	Targets	Evidence
Develop a programme that provides increased levels of 1:1 support to Mentees each year.	2025 Target – 10 Mentees 2026 Target –20 Mentees 2027 Target- 30 Mentees	Referrals Participation Data Impact Tools Evaluation Data
Develop a programme that recruits, trains and supports increased numbers of Mentors each year.	2025 Target – 10 Mentors 2026 Target –20 Mentors 2027 Target- 30 Mentors	Mentor Applications Training Records Supervision Records Participation Data Evaluation Data
Mentees can identify and achieve their goals through Mentoring	Mentees self-report progress in at least one of their identified goals	Salesforce Goals and Outcome Data Case studies
Mentees feel more positive about their future	Mentees self-report an increase in hopes and dreams and/or education and work	Before and after Youth Star scores Case studies
Mentees have improved wellbeing and feel better equipped to manage challenges	Mentees self-report an increase in wellbeing and/or communication	Before and after Youth Star scores Case studies



Key Roles

Youth Mentoring Coordinator:

The Youth Mentoring Coordinator is responsible for the smooth running of the programme. They provide support for Mentors and Mentees and make sure everyone has all the information they need to participate in the programme safely. Their responsibilities include:

- Recruiting and training Mentors
- Managing referrals for Mentees and making first contact
- Matching Mentors and Mentees
- Setting up initial visits between the Mentor and Mentee
- Budget oversight
- Providing marketing and programme resources
- Capturing feedback and programme evaluation

Mentee

A Mentee is the Mentee receiving the mentoring. For One YMCA's Youth Mentoring programme Mentees are young people aged 9-18.

Mentees voluntarily sign up to be a part of the programme and need to be committed to meet with their mentor regularly to work towards their targets and goals.

To become a Mentee young people can be referred into the Mentoring programme by themselves, parents, schools/ colleges, external agencies and cross department within One YMCA.

Mentor

Mentors are the adults who provide mentoring to the Mentee through regular meetings. Mentors are matched to Mentees and expected to work with their Mentee to:

YMCA

- Help their Mentee develop their skills and knowledge
- Help support their Mentee to set goals and identify possible action
- Provide guidance and signposting to potential opportunities and possible support
- Encourage their Mentee to think about how to achieve their goals
- Work with their Mentee to look at challenges in a new way
- To signpost the Mentee to advice and further help if needed
- Inspire and support Mentees to grow their self-confidence and self esteem

Relationships Diagram

Mentors and Mentees will meet regularly 1:1 over 12 months of the programme. They will agree together when and where to meet each session, set goals and review progress.

Mentee

The Mentor Coordinator will be the first to reach out to Mentees following a referral. They will help to match up Mentees and Mentors and make sure the relationship gets off on the right track

They are available throughout the programme to provide additional support or help with anything related to the mentoring relationship.

Mentor Coordinator

Mentor

The Mentor Coordinator will be the first to reach out to Mentees following a referral. They will help to match up Mentees and Mentors and make sure the relationship gets off on the right track

They are available throughout the programme to provide additional support or help with anything related to the mentoring relationship.



YMCA

Being a Mentee

Being a Mentee requires a dedication and commitment to the programme. Mentees should be prepared to meet regularly with their Mentor to get the most from the process. Mentees and Mentors sign up to a Mentoring Agreement that outlines the expectations around both the programme, and the mentoring relationship.

Young people can refer themselves to the programme to become a Mentee or be referred in by their school, college,m youth worker, parent or other agency.

<u>Mentee Self Referral Form</u> Mentee External Referral Form

Mentee Offer

- A warm welcome into the programme from our Youth Mentoring Coordinator and your Mentor
- 1:1 support for 12 months from a trained Mentor who will work with you at your pace
- The opportunity to reflect on your aspirations and make progress against your goals
- > The chance to celebrate and be recognised for your achievements

Benefits for a Mentee

Having a trusted Mentor and supportive, healthy relationship can have both immediate and long-term benefits for Mentees. These will be different for each individual but can include:

- Developing network and connections
- Improving goal setting and responsibility
- Building self-confidence and self esteem
- Practicing communication skills
- Increasing exposure to new and different perspectives
- Developing relationship and interpersonal skills
- Improved behaviour at home or in school settings
- Increased achievement levels educationally
- Decreased likelihood of initiating risky behaviours

Mentee Journey

	Stage	Details
Pre-Programme	Referral	You or someone you have given your permission to completes the Mentee Request Form
	Initial Chat	The Youth Mentoring Coordinator will get in touch with the you (and potentially your parents/carers or supportive adult) for an initial chat about the programme including what you are hoping to get from it and more information to help us match you with a Mentor
	Matching	The Youth Mentoring Coordinator will look to match you with a Mentor based on your preferences, availability, interests and location.
	Initial Introduction	The Youth Mentoring Coordinator will arrange to meet with you and your new Mentor for an initial introduction. This meeting might also include your parents. You will get a chance to find out more about your Mentor and tell them about yourself.
	Sign Up	If you, and the Mentor, feel like it is a good match we will ask you to complete the Mentoring Agreement together.
		If either of you feel that the match isn't suitable, we will look to go back to the matching stage to find a new Mentor.
Month 1 & 2	Preparing	You will meet with your Mentor fortnightly for the first 2 months. During these sessions you will spend time getting to know and understand each other. Your Mentor will agree with you a place and time to meet and will have some activities you can do together.
Months 3 & 4	Planning	During months 3 and 4 you will meet with your Mentor once a month. Your Mentor will try to help you identify your goals and create a plan for how you could make progress on them.
Months 5 - 10	Growing	During months 5 – 10 you will look at your progress against your goals and any additional support you need to achieve these.
Month 11	Closing	During month 11 you will meet with your Mentor to decide on next steps for you and your goals and look at any future support you might need once the Mentoring comes to an end.
Month 12	Celebrating	During the final month you will meet with your Mentor to celebrate completing the programme together!



YMCA

8

Being a Mentor

Being a Mentor requires dedication and commitment to the programme. It requires patience, understanding and a willingness to form a trusting relationship with a Mentee. Mentors should be prepared to meet with their Mentee regularly so that they can offer dedicated support to them. Mentors and Mentees sign up to the mentoring agreement that outlines the expectations around both the programme, and the mentoring relationship. Becoming a Mentor is a voluntary role and requires a minimum time commitment of 12 months alongside a genuine passion for supporting young people to improve their lives.

One YMCA Mentors can be existing employees, volunteers, members of corporate partner organisations and members of the local community.

Mentor Application Form Mentoring Agreement

Mentor Offer

- A supportive volunteering environment
- > A bespoke training package and further learning development opportunities.
- A tailored and flexible approach
- > A bank of resources and regular supervision and support networks
- Expenses and travel costs and a mentoring budget

Benefits for a Mentor

Having a good mentoring relationship with your Mentee offers benefits to you as a Mentor. These will be different for each individual but can include:

- Improved supervisory and communication skills
- Personal satisfaction and profession success
- Building self-confidence and self esteem
- Increase sense of achievement and purpose
- Insight into childhood, adolescence and young adulthood
- Expanded networks
- Pride in the investment of a young person's future
- Transferable experience and training

Mentor Journey

	Stage	Details
Pre-Programme	Application	Potential Mentor completes a Mentoring Application Form
	Initial Chat	The Youth Mentoring Coordinator will get in touch with the you for an initial chat about the programme and to discuss suitability and next steps
	Interview	The Youth Mentoring Coordinator will meet with your for an informal interview where you can ask more questions about the programme and they can find out more about you
	Onboarding	Refences and DBS checks
	Training	1 day Mentoring training face to face alongside some basic online courses. There is also the opportunity for additional training including participating in our Authentic Human Connection programme
	Matching	The Youth Mentoring Coordinator will look to match you with a Mentee based on your preferences, availability, interests and location.
	Initial Introduction	The Youth Mentoring Coordinator will arrange to meet with you and your new Mentee for an initial introduction. This meeting might also include their parents. You will get a chance to find out more about your Mentee and tell them about yourself.
	Sign Up	If you, and the Mentee, feel like it is a good match we will ask you to complete the Mentoring Agreement together. If either of you feel that the match isn't suitable, we will look to go back to the matching stage to find a new Mentee.
Month 1 & 2	Preparing	You will meet with your Mentee fortnightly for the first 2 months. During these sessions you will spend time getting to know and understand each other. You will agree places and times to meet with your Mentee and take part in some activities together.
Months 3 & 4	Planning	During months 3 and 4 you will meet with your Mentee once a month and help them identify their goals and create a plan for they can make progress.
Months 5 - 10	Growing]	During months 5 – 10 you will review progress against their goals and any additional support you can help to put in place for them to achieve these.
Month 11	Closing	During month 11 you will meet with your Mentee to begin bringing the relationship to a close, agreeing their next steps and identifying any future support they might need once the mentoring comes to an end.
Month 12	Celebrating	During the final month you will meet with your Mentee to celebrate completing the programme together!

Mentoring Resources & Support

YMCA

10

Alongside training and induction One YMCA will provide Mentors access to a bank of resources that can be used to support the development of the mentoring relationship and identify goals and track progress. Alongside this there are specific resources related to key themes including wellbeing, managing transitions, making choices, healthy relationships, money management, life skills, employment and education.

Resources include activity templates, icebreakers, games, evaluation activities and external signposting

The Youth Mentoring Coordinator is available to Mentors to debrief following sessions and identify resources that will support the Mentor.

Mentors will also have access to regular network calls with the wider Mentor group to share challenges, ideas and good practice.

Celebration!

At the end of the programme There is a chance to enjoy some time together. To reflect on the highs and the lows. Bringing together the mentors and to show our appreciation for the gift of their time and the support that have given young people in One YMCA. In helping to enrich a Mentee's life, seeing them and valuing them.

I wish I had someone who would listen to me, see my dreams and help me to put them into reality when I was younger ??

Staff member quote when discussing the potential of the programme

FAQ'S Mentee

How will I meet my Mentor and where?

You will be matched with a mentor who has similar interests or is in a line of work that you are interested in. The first meeting will be set up for you to meet your mentor with the Mentoring coordinator. Someone you live with might want to come with you for this.

This will be in a place you are comfortable with, for example a café or library or we can provide a space at a One YMCA site.

How do you make sure Mentors are safe?

All Mentors go through checks with One YMCA to make sure they are safe to work with young people. This includes getting references from others who have worked with them and checks on criminal records and backgrounds. They also must take part in training with One YMCA before they can be a Mentor including learning about keeping themselves and others safe and what is an isn't ok.

Will I have homework to do?

Yes and no.

It will not be like homework you are given from school!

You might agree to do some research into the goals you have set. It might involve you talking to family or others about how they think you can help achieve your goals or keeping a record or diary of your progress.

How much time will this take me?

Meeting with your mentor will last between an hour to an hour and half each session. You might agree to both do some tasks between like the ones above.

Can I put my mentoring on social media?

This would not be appropriate. TikTok's, Instagram and social media posts about your Mentor could potentially be compromising for both of you and break the trusting relationship.

What do I do if I don't want to take part anymore?

Just let us know by contacting the Youth Mentoring Coordinator. No one will be annoyed and it's better for us if you let us know if you want to stop or if you don't click with your Mentor.

FAQ'S Mentor

What is the recruitment process?

First fill out the Mentoring Application Form and submit it. The Youth Mentoring Coordinator will then be in contact with you to arrange an informal interview and go through what it means to be a Mentor. If you wish to proceed onboarding will begin. A DBS Check and some online short courses will need to be completed. You will also be added to the next cohort of Mentoring training. This course lasts one day.

Following this you will be matched with a Mentee and the Mentoring relationship will be set up and ready to begin.

Is there a budget available to me as a Mentor?

There is a budget of £15 per session with your Mentee. This can cover food, drinks and activities. We will also provide a £50 budget for your celebratory session at the end of the programme so you can agree an end activity. Any further costs need to be agreed with the Youth Mentoring Coordinator.

What support is available to me as a Mentor?

Support throughout the programme is available from the Youth Mentoring Coordinator. You also have access to pastoral support from our Chaplaincy team and members of our Youth Team.

What is included in the training?

The 1 day Mentor training includes introduction to mentoring, safeguarding, goal setting and action planning, effective communication and relationship management, reporting, recording and measuring impact, expenses management, support and signposting.

What resources are available to me as a Mentor?

- Activities and resources are available on a range of topics including
- Icebreakers and introductions
- Managing change and transitions
- Making choices
- Emotions and wellbeing
- Goal setting
- Action planning
- Belonging and identity
- Healthy relationships
- Life skills
- Leadership
- Self esteem and confidence
- Employability and education
- Money and budgeting
- Endings and evaluations



Mentoring Agreement

Young Person/Mentee

I understand and agree;

- I agree to work with my mentor to identify what I would like to achieve and my goals
- I agree to work to achieve my goals, with support from my mentor
- I agree to respond quickly to contact from my mentor
- I agree to always turn up for meetings on time
- I understand that if I have to cancel a meeting, I will give my mentor as much notice as I can
- I understand my mentor is a volunteer and is not being paid to support me.
- I understand that I need to treat my Mentor with respect.

I also understand that my mentor is a volunteer and is not being paid to support me. It is important, therefore, that I always treat them with respect.

Mentor

I understand and agree;

- I agree to work with the Mentee to identify goals and actions needed to support their training and personal development
- to meet my young person face-to-face on a regular basis appropriate to their needs. At least once a month for up to the first year of our support
- to keep in contact with the young person, even if there are occasions when they don't respond to my contacting them
- to be supportive of my young person and agree clear and realistic goals
- to keep my One YMCA contact updated through regular reports

We both understand:

- There should be no home visits under any circumstances
- > Meetings should always take place in a public place, suitable for discussion.
- > There should be no car lifts for either party under any circumstances
- Absolutely no money or commercial interest should be involved, this includes lending or borrowing
- Things discussed during meetings are confidential. However, the mentor will keep One YMCA in touch with how the relationship is developing and what is being discussed. If the mentor has any concerns which may impact a young person's or another's' wellbeing or safety, they must share this with One YMCA.
- That we should not bring friends or family to the meetings unless previously agreed. The mentoring relationship is between the young person and the mentor only
- This is a friendly, but professional relationship, therefore social activities outside the mentor relationship are not deemed appropriate

Young Person/Mentee Signature	Date	Mentor Signature	Date

Member/Young Person Der First name* Phone* Gender* Male Female	tails (* = required) Surname/Family Name* Email Address	Preferred Name Address Including Po	Date of Birth• stcode*			
Phone* Gender* Male						
Gender*	Email Address	Address Including Po	stcode*			
Gender*	Email Address	Address Including Po	stcode*			
Male						
Male						
	Disability*					
Female	Blind or visual impairmer	nt				
	Deaf or hearing impairment					
Non Binary	 Debilitating mental health condition – such as dyslexia, dyspraxia PSLD or ADHD 					
Transgender						
Gender Fluid	Social or communication	– such as Aspergers or aut	ism			
Prefer Not to Say	Disability, impairment or	condition not listed (please	e write below)			
Other (write below)						
Please let us know details charities or groups *	ıld benefit from having a Men	currently receiving? E.g c	_			
	g 1:1 mentoring support from	another organisation?	Yes No			
What would you like a Me	ntor to help you with?					
Confidence and self este		Managing change				
Feeling more independer		Employment or Educa				
Talking about feelings ar	nd issues	Healthy Relationships				
Future choices		Other				
Your Parent/Carer Details	(if under 18)					
Parent /Carer name	Email Address	Address (if different from	yours)			
Mobile	Other Phone	Relationship to you (eg Ma	other, Father, Carer, Guardian etc			

Self-Referral Form continued

Please note: all young people applying to our Mentoring Programme will need to attend an initial chat in person or online with our Mentoring Coordinator before being accepted on the programme. If under 18 this will likely need to be alongside their parent/carer or supportive adult. The Mentoring Coordinator will be in touch with you to arrange this.

By completing this form, I understand that I may be contacted by One YMCA to discuss next steps. I confirm that I have received authority from the person I am referring. I understand that One YMCA will record and store personal information about me and the young person so they can make a judgement as to the level of support required and can provide appropriate advice and support. The young person and I both understand that we have the right to access, change, restrict and erase the information on this form if we choose. To find out how we use and protect the personal information you may choose to provide to us, please read out privacy notice, which can be found online at www.oneymca.org/privacy

Sign*	Date*

YMCA

Youth Mentoring Handbook

Young Person Details (* = required)					
irst name*	Surname/Family Name*	Preferred Name	Date of Birth•		
hone*	Email Address	Address Including Po	ostcode		
ender*	Disability*				
Male	Blind or visual impairmen				
Female	Deaf or hearing impairme				
Non Binary	-	n condition – such as dysle	exia, dyspraxia PSLD or ADHD		
Transgender	Physical impairment				
Gender Fluid	Social or communication				
Prefer Not to Say	Disability, impairment or of	condition not listed (pleas	e write delow)		
Other (write below)					
	al Conditions/Allergies* you are making this referral*				
lease let us know why y		having a Mentor? *			
lease let us know why y	you are making this referral*	having a Mentor? *			
lease let us know why y ow do you think this yo	vou are making this referral* ung person would benefit from				
lease let us know why y ow do you think this yo lease let us know detail	you are making this referral* ung person would benefit from Is of any other support the your		eiving. E.g. counselling, yout		
lease let us know why y ow do you think this yo lease let us know detail	you are making this referral* ung person would benefit from Is of any other support the your		eiving. E.g. counselling, yout		
lease let us know why y ow do you think this yo lease let us know detail	you are making this referral* ung person would benefit from Is of any other support the your		eiving. E.g. counselling, yout		
lease let us know why y ow do you think this yo lease let us know detai ub, other charities or g	you are making this referral* ung person would benefit from ls of any other support the your roups *	ng person is currently rec			
lease let us know why y ow do you think this yo lease let us know detai ub, other charities or g re you aware of any me	you are making this referral* ung person would benefit from ls of any other support the your roups *	ng person is currently rec			
lease let us know why y ow do you think this yo lease let us know detai ub, other charities or g re you aware of any me om another organisatio	you are making this referral* ung person would benefit from ls of any other support the your roups *	ng person is currently rec son is currently receiving			
lease let us know why y low do you think this yo lease let us know detai lub, other charities or g re you aware of any me rom another organisatio	you are making this referral* ung person would benefit from ls of any other support the your roups *	ng person is currently rec son is currently receiving			
Please let us know why y low do you think this yo Please let us know detail lub, other charities or g are you aware of any me rom another organisatio What do you feel this yo Confidence and self est	vou are making this referral* ung person would benefit from ls of any other support the your roups * entoring support this young person? * ung person would need support	ng person is currently rec son is currently receiving : with from a Mentor?	Yes No		
low do you think this yo Please let us know detai lub, other charities or g Are you aware of any me rom another organisatio	you are making this referral* ung person would benefit from ls of any other support the your roups * entoring support this young person? * ung person would need support teem ent	ng person is currently rec son is currently receiving with from a Mentor?	Yes No		

Young Person Parent/Ca	rer Details (if under 18)		
Parent /Carer name*	Email Address*	Address (if different from	n yours)*
Mobile*	Other Phone	Relationship to you (eg M	other, Father, Carer, Guardian etc
Is the young person's po	irent/carer aware you are	making this request?	Yes No
Please note: all young peo or online with our Mentor need to be alongside you	ople applying to our Mento ing Coordinator before beir	making this request? ring Programme will need to atter ng accepted on the programme. I a adult. The Mentoring Coordinato	nd an initial chat in person f under 18 this will likely
Please note: all young per or online with our Mentor need to be alongside your to arrange this. By completing this form, next steps, and that One judgement as to the leve right to access, change, r	ople applying to our Mento ing Coordinator before beir r parent/carer or supportive I understand that I and/o YMCA will record and stor l of support required and o restrict and erase the infor rmation you may choose t	ring Programme will need to atter ng accepted on the programme. I	nd an initial chat in person f under 18 this will likely or will be in touch with you sted by One YMCA to discuss e so they can make a understand that I have the To find out how we use and

irst name*	Surname/Family Name*	Preferred Name	Date of Birth•
Phone*	Email Address	Address Including Po	
Gender*	Disability*		
Male Female Non Binary Transgender Gender Fluid Prefer Not to Say Other (write below)	 Full Time Employment Part Time Employment Unemployed Retired Student Student (in employment) Unable to work Other 		
Areas you are able to travel to for mentoring*	Available times for mentorin	ıg*	
 Broxbourne Borough Dacorum Borough East Herts Hertsmere North Herts St Albans Stevenage Three Rivers Watford Borough Welwyn and Hatfield Borough 	 Monday AM Monday PM Tuesday AM Tuesday PM Wednesday AM Wednesday PM Thursday AM Thursday PM Friday AM Friday PM 	Saturd Saturd Sunda <u></u> Sunda <u>r</u>	ay PM 7 AM

Mentor Applicati	on Form continued		
Do you have any hobbies a	or interests, or have you volunte	ered with any charities or comm	nunity organisations?
Please give details of any support your application?	vocational or professional train	ing, courses, education or trainii	ng, etc. which may
disclose any previous conv	ill be carried out for this role fo victions. Disclosure of offences i ffect your application. Do you h	not relevant to your voluntary	Yes (please detail below)
to act as referees for you.	address and daytime telephone They cannot be friends or family ent employer. Please indicate if v	members and one of these	No Yes No
Referee 1 Details			
First Name*	Surname/Family Name*	Email Address*	
Phone*	Other Phone	How is the referee known to y	/ou?*
	re making this application?		Yes No
Referee 2 Details	ire making this application?		fes No
First Name*	Surname/Family Name*	Email Address*	
			24
Phone*	Other Phone	How is the referee known to y	/ou?*
Is the referee aware you a	re making this application?		Yes No
our Mentoring Coordinator of will be in touch with you to By completing this form, I u that One YMCA will record of that we have the right to ac out how we use and protec	and interview before being accept arrange this. understand that I may be contac and store personal information a ccess, change, restrict and erase	need to attend an initial chat in pe ted on the programme. The Mento ted by One YMCA to discuss next bout me to progress my applicati the information on this form if w nay choose to provide to us, pleas ivacy	ring Coordinator steps. I understand on. I understand e choose. To find
Sign*			Date*

Here for young people Here for communities Here for you

Follow us 🕑 子 in 💿 💿 @oneymca

Contact Us 0300 323 1111 www.oneymca.org

One YMCA Hatfield Central Hub, Comet Way, Hatfield, AL10 9NG

ONE YMCA

Reg Office: Charter House, Charter Place, Watford, Hertfordshire, WD17 2RT Reg Charity: 1102301 Reg. Company: 4430743 Reg. Social Housing Provider: H4418 VAT number: 190 3566 03



Here for young people Here for communities Here for you

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

HEALTH & WELLBEING