

# Proud Mentors Handbook



## CONTENTS

THE WORK OF THE PROUD TRUST	3
SUPPORT AND DEVELOPMENT OF MENTORS	4
THE EXPECTATIONS OF THE MENTOR	5
GUIDELINES FOR MENTORS	7
MENTORING PROCESS	10
RELATED DOCUMENTS	12

## THE WORK OF THE PROUD TRUST

### The Proud Trust

The Proud Trust is a lifesaving and life enhancing organisation, that helps young people empower themselves, to make a positive change for themselves and their communities. We work directly with over 20,000 people each year. We impact over 250,000 through our school's work.

**Our vision** is for all LGBT+ people to be proud of who they are, integrated into communities where they live, learn, work, play and pray.

**Our mission** is to improve health and social outcomes through group and 1-2-1 work directly with LGBT+ young people, and through supporting and influencing wider communities, professionals and society.

Our work includes:

- Youth work delivery through youth groups & outreach
- LGBT+ awareness training and the Rainbow Flag Award
- Research with & for the communities we serve
- Digital Help Services for Young People and Trusted Adults
- Proud Mentoring programme
- The Sidney St community café
- Events & conferences
- LGBT+ mentoring project
- Managing the LGBT+ Centre

### Proud Mentors

The mentoring programme has been developed to better meet the needs of the LGBT+ young people accessing our youth groups and digital help services.

We aim to provide:

- Listening and supportive adults
- Goal setting
- Signposting
- Self-care and mutual care

Proud Mentors are available to young people currently accessing The Proud Trust youth groups as well as external young people who come to us via our digital help services.

## **SUPPORT AND DEVELOPMENT OF MENTORS**

### **Training**

All mentors will undergo a training programme (4 sessions in total) prior to being paired with a young person. This training which will cover:

- An Induction to The Proud Trust
- What the role of a mentor is
- Safeguarding training
- Communication and mentoring skills
- Practical information

The Proud Trust will also provide ongoing training throughout the project (at least 1 per year), which will be compulsory. Mentors will be given as much notice as possible about future training dates.

### **Supervision**

Mentors are managed and supported to ensure that they feel confident and comfortable when supporting the young people. Mentors are invited to monthly group supervision sessions for those currently working with young people, and quarterly meetings for everyone (both those currently working with young people and those not paired with a young person at present), these meetings will be held online. This is a space to explore concerns or worries, and to update The Proud Trust staff on your progress. It is also a space for mentors to offer peer support to each other and to problem solve together, discussing specific situations that you have experienced with the young people you are working with. These sessions will be facilitated by The Proud Trust staff to ensure that young people's identities are kept confidential.

If mentors have any concerns outside of the group, then individual supervision is available. Mentors can contact the Help Services Manager at The Proud Trust to arrange an individual supervision meeting.

## **THE EXPECTATIONS OF THE MENTOR**

### **Role Description:**

#### **Interactions**

- Ongoing digital conversations with young person for approx. 30-40mins at a time
- Agreeing a regular time and place
- Conducting all interactions young people Google Meet (using your Proud Trust login details) to meet the young person, and letting them know in advance if you need to cancel (rearranging where possible)
- Establishing the frequency of the meeting (e.g. weekly, fortnightly or monthly) with the young person
- Contacting young person in advance of each meeting as a reminder
- Creating an agreement with the young person to determine what will be covered in sessions, including confidentiality parameters

- Recording all interactions in an accurate and timely manner
- Flagging any concerns in a timely manner with the appropriate member of The Proud Trust staff.
- Challenging any discriminatory behaviour and language
- Ensuring the safety of the young person and timely reporting of any concerns to the Mentor Lead
- Establishing clear boundaries with the young person

### **Support and Listening**

- Actively listening to the young person, allowing them time and space to speak openly at a pace that works for them
- Supporting the young person with their emotional wellbeing, signposting to other support services where necessary.
- Establishing a relationship of trust and respect with the young person.
- Providing non-judgmental and non-directive support whilst providing clear, factual and realistic information and guidance.
- Working with The Proud Trust staff to identify onward referral (into groups or other services where necessary and/or possible)

### **Action planning (where appropriate)**

- Encouraging the young person to think about their future in a positive and proactive way, setting goals together and regularly checking in on progress
- Referring and signposting young people to opportunities and services where appropriate (in discussion with the Mentor Lead if unsure of the suitability of referrals).

### **General**

- Adhering to The Proud Trust policies and procedures
- Keeping the young person's information and disclosures confidential, sharing only with the Mentor lead and Safeguarding lead
- Attending regular group supervision to discuss any issues or concerns
- Attending regular check ins with the Mentor Lead to review the role and identify any additional support or training needs.

### **Record Keeping**

All interactions with young people should be conducted via Google Meet, using your Proud Trust email address and should be added to the Proud Mentors Google Calendar so that staff have an oversight of all Proud Mentor interactions as well as links to join meetings if necessary.

At the end of each interaction with a young person, you must complete the interaction summary form on the Mentors portal on the website. This should include a detailed summary of what was discussed including and actions or objectives set and flagging any safeguarding concerns.

### **Dress code, attendance & illness**

The Proud Trust has a casual approach to dress code. Employees and volunteers should wear clothing that is comfortable and practical for their role. Any clothing that

is distracting or offensive to others, or which has words, terms or pictures which are inappropriate are not acceptable.

It is important to be reliable when meeting and communicating with young people, other mentors and Proud Trust staff. If you need to cancel meetings for any reason, please let the Help Services Manager and young person know as soon as possible. If you are going to be unavailable for any period of time, please inform the Help Services Manager.

### **Contact details**

Please ensure that The Proud Trust has all your relevant and up-to-date contact information, including your mobile number and email. Please let us know as soon as possible of any changes so we can update our records.

### **Complaints**

The Proud Trust believes that where possible every effort should be made to resolve problems amicably with the other party. However, when this fails it is important complaints are dealt with. Any complaints should be handled in line with The Proud Trust's Complaints procedure.

### **Leaving the project**

If a mentor decides that they can no longer offer time to The Proud Trust they need to contact Help Services Manager who will ask them to put this in writing, we ask that mentors give at least 1 months notice where possible. If you have a current mentoring relationship in progress, then an exit strategy will need to be discussed. We would usually ask you to discuss endings with your young person and give them reasonable notice.

### **Duration of Role & Relationships**

We ask that mentors commit to a minimum of 12 months to the programme, although there is no maximum duration that a mentor can be involved.

Interactions with young people will vary depending on the needs and age of the young person. However, we suggest that mentoring relationships should last a minimum of 6 interactions, to ensure the young person receives an adequate amount of support.

## **GUIDELINES FOR MENTORS**

### **Safer Working Practice**

The welfare of all young people who come into contact with The Proud Trust is of paramount importance. All young people have a right to be protected from abuse and keeping young people safe is everyone's responsibility, whatever their roles within The Proud Trust.

### **Safeguarding**

***“Safeguarding is broader than ‘child protection’ and is about the action taken to promote the welfare of children and protect them from harm”***

The Proud Trust has a duty to commit to practices that protect children, young people and vulnerable adults from abuse, neglect or significant harm. A young person might decide to share information with you regarding abuse or risk of harm. If you are concerned about a young person you must share your concerns.

If there is immediate risk to a young person you will need to take action. In a situation where a young person is in immediate risk you should call the safeguarding lead at The Proud Trust who will talk you through the next steps. If necessary, please contact emergency services if you feel they are at risk of immediate harm.

If there is no immediate risk, but you have concerns about a young person's welfare, you should contact the coordinator for a debrief conversation as soon as possible so they can advise on next steps.

Safeguarding training will be provided as part of the initial training and Mentors must have read The Proud Trust's Safeguarding Policy prior to being connected to a young person.

### **Confidentiality**

***“Confidentiality is the protection of personal information. Confidentiality means keeping a client's information between you and the client, and not telling others including co-workers, friends, family, etc.”***

Mentors are in a position of Trust with young people, therefore there may be times when young people share something with a Mentor that they have not shared with anyone before. Proud Mentors must ensure that young people understand that there are times when the Mentor will be required to break confidentiality, for example if:

- A young person is at risk/danger to themselves
- A young person is a risk/danger to others (including the Mentor themselves)
- A young person is at risk/danger from someone else

See The Proud Trust's Data Protection Policy and Confidentiality Statement for information

## Reporting a concern

If you are worried about a young person, or are unsure if something they have said is concerning then you should contact:

### **Ashley Hind**

Help Services Manager

[ashley.hind@theproudtrust.org](mailto:ashley.hind@theproudtrust.org)

07834 170336

If a young person has disclosed to you that are being abused or if you think they are facing an immediate risk of harm then you should contact:

### **Cath Hayes**

Safeguarding Lead at The Proud Trust

[cath.hayes@theproudtrust.org](mailto:cath.hayes@theproudtrust.org)

07889656262

## What happens next?

Once you have reported a concern or a disclosure you will be talked through what will happen next by Safeguarding Lead or Help Services Manager. There are different outcomes depending on what the safeguarding issue is. It might be necessary to involve other services or organisations, but it might be the case that you can continue to support the young person if you feel comfortable to do so.

## Health & safety

The Proud Trust recognises our responsibility under the Health and Safety at Work Act 1974 to ensure health, safety and welfare of volunteers. Each Mentor has a responsibility for their own safety and the health and safety of others. Any concerns around health and safety should be reported to the Help Services Manager.

## Lone working

When meeting young people, you are expected to keep yourself safe. You should complete a detailed summary at the end of each interaction and contact the relevant member of staff if you have a worry, safeguarding concern, or if there is something you need to talk through.

It is never acceptable for a mentor to meet a young person outside of set mentor sessions, contact them via personal phone or email or give a young person a lift in their car.

## Mobile phones and social media

It needs to be clear to the young person you are working with that you are not available to be contacted at all times and that if they are in need of urgent support they should call emergency services or a helpline. If they wish to contact you, they need to contact you through your Proud Trust email address and understand that it might take a few days for you to respond. You should not share your mobile number or personal email address with the young person or let them make calls from your phone.

In no circumstances should you add young people on social media accounts. If a young person tries to add you, you should decline and use the appropriate communication channels (email or during an interaction) to explain why it is not appropriate. It is advisable that all staff and volunteers make their social media accounts private to avoid young people accessing photos of you or content you have posted.

Where you do have public social media, it is important to be mindful of the content you are posting and if it would be unacceptable for a young person to come across it. For example, nude photos, pictures where you can identify where you live, and photos of you under the influence of drugs or alcohol.

### **Drugs & alcohol**

Mentors must not use or be under the influence of alcohol or any illegal drug prior to or during an interaction with a young person. Mentors should not encourage or allow a young person to use alcohol or any illegal substance whilst with a mentor. Mentors must not buy young people cigarettes, alcohol or any illegal substance.

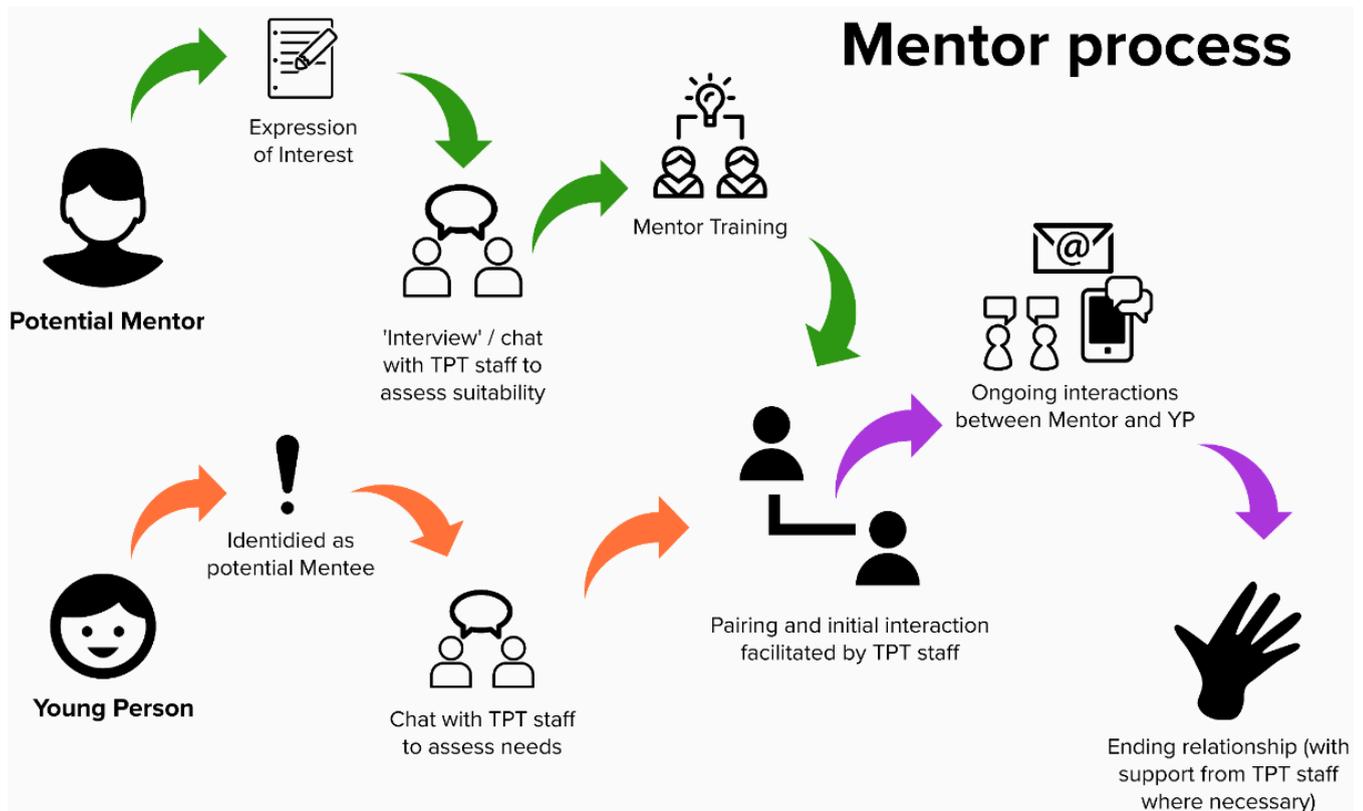
### **Gifts**

Mentors should not give money or gifts to a young person. Any gifts should be first discussed with the Help Services Manager. Mentors should not accept money from a young person. Any other gifts or presents received by a mentor should first be discussed with the coordinator.

### **Youth Groups**

If you are looking to visit a youth group with a young person, you should first contact the Help Services Manager. Ideally you should give a few weeks' notice, so they have time to respond and check the youth groups plan for that month.

## MENTORING PROCESS



### Step 1: Expression of Interest

### Step 2: Informal Interview

### Step 3: Training

### Step 4: Pairing

The Proud Trust staff will then pair mentors and young people based on the previous discussions. The Proud Trust will then set up and facilitate an introduction session. During this session the date and time of following sessions should be agreed.

### Step 5: Follow on interactions

Following the initial meeting, all interaction will be between the mentor and young person. The Mentor should log each interaction promptly after the session, flagging and concerns in the relevant way.

### Step 6: Ending the relationship

Throughout the sessions the mentor should continue to review the progress and needs of the young person and report back to The Proud Trust staff. Inevitably the relationship will come to a close at some point, be that because a young person has gained as much as they can from a mentor, the young person reaches an age that we can no longer support them, or the mentor or young person is unable to continue for personal reasons. At this stage appropriate endings should be considered in conversation with The Proud Trust staff.

## Step 7: Re-pairing

If a Mentor's relationship with a young person comes to an end and they are still interested and available to participate in the mentor programme, The Proud Trust will look to pair them with another young person where possible.

### Process for a young person:

There are currently two entry points for young people to the mentoring programme: through the Proud Trusts established youth groups and through the digital help service.

- **Youth Groups:** Coordinators of youth groups within The Proud Trust will promote the mentor programme to the young people attending their group and will refer young people who are interested and they think will benefit from the programme.
- **Help Services:** Help Service operators will identify young people who are contacted the service that they think will benefit from the mentor programme based on their interactions via the instant messaging service

Once a young person has been identified as potential befitting from a mentor, the Proud Trust will then have a conversation with them to understand their interests and what they would like to gain from the mentor programme. The Proud Trust will then pair the young person with a trained mentor.

## RELATED DOCUMENTS

Mentors are expected to have read and refer to the following documents to support their work with young people. All documents are available via the Mentor Portal of The Proud Trust website:

- Safeguarding Policy
- Volunteer Policy
- GDPR Policy
- Confidentiality statement
- Workers Code of Conduct
- Mentor training materials

