

Quality Practice Checklists

12. Supervision and Support

This list comes from a full set that was originally printed in 'A Guide to Effective Practice for Mentoring Young People', 2007, Office for Youth, Department of Planning & Community Development'

Key Points

Supervision and support:

- Is critical (particularly early in the match) to support the building and sustainability of the relationship
- Enables program staff to monitor and deal with any safety issues
- Enables timely feedback from mentors and mentees about the development, activities and progress of the relationship
- Provides an opportunity for program staff to reinforce positive mentor behaviours
- Increases the capacity of mentors and mentees to deal with and manage conflicts with advice and assistance from program staff where necessary

Checklist

- Regularly scheduled meetings with staff, mentors, and mentees
- Documented boundaries & guidelines to govern the mentor/ mentee relationship e.g.
 - Where meetings will take place
 - Communication e.g. frequency, method
 - Disclosure of information
 - Lending money to the mentee
 - Gifts
- A tracking system for ongoing assessment
- Written records
- Mentor group meetings to facilitate mentors sharing experiences and strategies. (a similar process for mentees could also be considered)
- Structured opportunities for group meetings of mentors and mentees to build social cohesion and networks for all participants
- Procedures for input from community partners, family, and significant others
- A process for managing grievances, praise, re-matching, interpersonal problem solving, and premature relationship closure