



Mentors Working With Families: Throughout the Match

Regularly attend sessions.

- Your regular and punctual attendance is critical! Remaining engaged with the student throughout the session goes a long way. However, things come up (illness, work, travel, or personal conflicts), causing volunteers to miss an occasional session. If that happens, please be in communication with the parent/guardian so they are aware.
- Whenever possible, reschedule the missed session(s) for a different day that same week.

Maintain consistent communication.

- Check-ins and debriefs can be conducted on the call after the session or email. Either way, the conversation should address mentee progress and difficulties and mentor feedback for you. Talk to the parent/guardian about the student's academic and social-emotional progress.
- Our most successful volunteers recap the session weekly via email shortly after to limit disruptions and delays.

Strategize with the parent/guardian.

- As a mentor, you should be modeling behaviors and session norms, such as listening when someone is talking or asking questions during a lesson.
- Talk to the parent/guardian about how you can best serve as an example for the student.
 - You can also ask the student's teacher for any cues or routines they use to keep the class on task that you can model and use in your mentoring.

Set clear expectations.

- Your first few sessions should be spent getting to know the student.
- The volunteer and parent/guardian should discuss the frequency of communication and session expectations.

If a situation occurs concerning behavior and disruptions please take the following steps:

- At the moment, do not intervene in any disciplinary situations with your student and their parent/guardian. You are not there as a disciplinarian and can end up undermining the parent/guardian.
- After the session, touch base with the parent/guardian privately.
 - Ask how you can support them and the student.
- After the situation, touch base with the student. Talk to them about how they feel. Make sure they are okay and have a conversation about the behavior.
- As a mentor, try to always have empathy for the student and ask questions for context about the behavior.
- If you have any questions or concerns, please reach out to your contact at Boston Partners.