

## Mentor + Resident Expectations

- The expectation is that you meet with your resident at least 2x/month.
- We understand that sometimes there will be scheduling conflicts, but it is best to make the effort for a phone or in-person conversation every week to maintain a beneficial relationship. Use a phone call to check-in with the resident on current successes or opportunities, ask for prayer requests, and schedule a time to get together.
- The residents love to get out of the house with their mentors and do positive activities (i.e., Take them to lunch, coffee, for a walk, do an outdoor activity, etc.) Be creative!
- Residents are required to participate in the career training program, daily Bible studies, classes, and church Wednesdays and Sundays. They are not able to schedule their mentor appointments during this time.
- Some residents will want to meet more than others. Set a plan up in the beginning that you are both comfortable with and stick to it! Share it with the house supervisors so they can understand your agreed time commitment and hold you both accountable.
- If something comes up and you are not able to make the set meeting, please call at least 24 hours in advance. If the resident does not have access to a phone yet, it is your responsibility to leave a message with the house staff so they can inform the resident in a timely manner. It is the resident's responsibility to communicate with you if they need to miss a meeting. If they fail to do so, please communicate with the house supervisor so that they can address the situation with the resident.
- When your resident gets their phone privileges back in Phase 3 (typically after 4 months in the program), we ask that they text/call you at least 1-2x/week.
- If you or the resident have any scheduling conflicts at any time that make it challenging to have an effective relationship moving forward, please communicate that with the house supervisors so that they can make necessary adjustments to ensure that each mentoring relationship is reaching its full potential.

See [www.oneeighty.org/volunteers](http://www.oneeighty.org/volunteers) for further information and updates.

## Staff Involvement and Communication

- **Maintain a unified team with the residents and staff.** Be aware of teaming up with a resident against staff. There might be times that a resident is upset about something going on with their program, phasing up, consequences, etc. Always remember that the staff is always working in the best interest of the resident even if the resident does not feel like it.
- Be aware of gossip and other negative discussions. support but don't engage. Be aware that you may not be getting the entire story. **When you have questions or concerns ... Don't wait to ask! Reach out to a staff member right away!**
- We encourage you to come alongside staff members when tough conversations need to be had with residents. Work together to provide support, feedback and accountability to empower the resident to navigate through difficult times and scenarios.
- An email including a quick questionnaire form with a link will be sent out to you each Friday. **IF** you meet with your resident, you must return the evaluation to the house staff that week. Please include any additional information, feedback, questions, and concerns in the space provided on this form. **You can also find this form located on the mentor's website page at [www.oneeighty.org](http://www.oneeighty.org) to fill out at any time and it will go directly to the house staff.**
  - Evaluation Questions:
    - Rate the engagement level of your resident (Scale of 1-5)
    - Were you able to support your resident's spiritual growth this week?
    - What recovery capital goal did you work on during your visit? (Please see recovery capital information)

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## What if my resident leaves the program?

- The house staff and volunteer manager will inform you via text or phone call when someone relapses, is talking about leaving, decides to leave, or is asked to leave the program.
- Having your resident leave is one of the most difficult parts of volunteering at One Eighty. Please contact staff if you need additional information and reach out to other mentors for support and encouragement when you are challenged here through a tough situation.
- Regardless of the circumstances, whether someone chooses to leave on their own or is asked to leave due to rule violations, their decision to depart is ultimately their own. While others may not be able to influence this choice, they can focus on maintaining a positive and supportive environment for the time we have with everyone.
- We trust in God and His Will. We know there are seeds planted in everyone who leaves early. We know that many come to believing saving faith in Jesus and this does not go away just because they relapse or leave the program.
- We encourage you to use wisdom during this time and not invite residents to live with you or support them financially.

## Mentoring Guidelines

*“Tell me and I’ll remember for a while; show me and I’ll remember for a lifetime.”*

- Residents come from diverse backgrounds and want to be known for who they are, beyond their addiction history. Put yourself in their shoes and get to know them as unique individuals, without judgment.
- Mentoring is a relational journey, not a program. Share your personal story, struggles, and growth with your mentee, and provide feedback from your experiences and insights.
- Meet your mentee where they are, spiritually and mentally, without expectations. Recognize that God is in control of their growth, and your role is to support and encourage them.
- It's okay to not have all the answers or be a Bible expert. Use this opportunity to explore Scripture and pray with your mentee and commit to praying for them regularly.
- Making mistakes is a natural part of the mentoring journey. Use them as teaching moments to demonstrate humility, accountability, and conflict resolution.
- Effective communication involves listening actively (70%) and speaking thoughtfully (30%). Focus on your mentee, use active listening skills, and ask open-ended questions to explore their emotions and struggles.
- Remember, you're doing God's work, even in challenging times. Trust in His plan and remain encouraged, knowing that your impact may be greater than you realize, even if your mentee leaves or faces setbacks in the program.

## Characteristics of a Good Mentor

We are all ever growing and expanding our skills and knowledge. No one has arrived! Here is a list of desired characteristics that Mentors should have or develop. These characteristics can be developed through study, yielding to the Holy Spirit, and through some training from other skilled mentors.

- Patience
- Passion
- Sensitivity
- Spirituality
- Communicate clearly
- Kindness
- Honest
- Compassion
- Good listener
- Knowledgeable
- Able to devote time to Mentee

If you are going to do something, then do it with all your heart. Become skilled as a mentor through focused efforts. Pour into your Mentee that which you have cultivated and have received from the Lord.

