



CFCRB CHAIR/VICE CHAIR MENTORING TIP SHEET

Tip	More Information
Welcome new board members	There are several ways to accomplish this task. First, after your field coordinator informs you that you have a new board member, call that new board member, introduce yourself, and welcome the new member to the board. At the first meeting, introduce not only the new board member, but also all of the current board members, so the new board member does not feel like he/she is the only person who does not know anyone. If you would like, ask your field coordinator to bring name badges to the first meeting or two with new board members, in order to help everyone remember names. Also, ask your field coordinator to bring copies of the volunteer directory pages, so each board member, including the new board member will have one. That way the volunteers will have each other's addresses and phone numbers.
Provide resource information	Always have a supply of CFCRB Handbooks, How to Perform A Case Review Summary Sheets, and a Services guide for your County (i.e., what services are available, when, etc.). Any other checklists or tools that you think would be helpful should also be provided. This information can be particularly useful for someone who is new to the CFCRB review process.
Assist with case review	At the first meeting, work with the new reviewer to complete the review form. What may have made sense at the volunteer's initial training may seem confusing now. If you or your vice chair or an experienced reviewer are unable to provide this one-on-one assistance, your field coordinator will gladly assist new volunteers in completing the form and finding information in the case file. Make sure that your field coordinator understands any particular processing or case review nuances you wish to be communicated to the new reviewer. You, your vice chair, an experienced reviewer, or the field coordinator should review the completed form with the new reviewer before it is signed by the chair.
Explain how questions are handled during reviews	Every board runs differently. Some prefer that questions be asked out loud so that everyone can provide feedback, while others prefer that volunteers speak one-on-one with the chair or board representative so as not to disrupt the other reviewers. Whatever your process, communicate it clearly and concisely when a new volunteer joins. And keep in mind that

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	<p>you should always facilitate a sense of camaraderie among the group, not so much of a chit-chatty atmosphere, but rather an atmosphere that is friendly and open for discussion and help as needed -- a sense of working together on a common goal of helping children, even if we are working on separate files.</p>
<p>Provide continued support and guidance</p>	<p>Continue providing the support mentioned in tip number three for several meetings. Remember, it takes awhile for a new volunteer to feel comfortable reviewing cases. You should:</p> <ul style="list-style-type: none"> • Help with message positioning – use examples of properly positioned questions • Model behavior you expect from volunteers • Help them understand that what we do makes a difference • Encourage and thank them • Provide support and guidance • Be accessible • Be responsive • Be positive
<p>Provide consistency</p>	<p>Have a set agenda, so your board members know what to expect at meetings. This does not mean that you need to have a formal written agenda, but rather, when you make announcements, discuss responses, etc., have a regular time during the meeting that you do that. For example, make announcements at the beginning of the meeting and then start reviewing cases.</p>
<p>Involve your field coordinator</p>	<p>Involve your field coordinator in your board meetings and the volunteer retention process. Your field coordinator can help make the volunteers feel welcome, plus keep everyone updated on new forms, trainings, etc. The better we keep everyone informed, the more everyone will feel part of the group.</p>
<p>Ask what other training/support is needed</p>	<p>Solicit feedback from board members about additional training that is needed. Whether it's about services offered in your area or how to phrase questions to secure necessary information, volunteers may need additional training. Be open to suggestions and work with your field coordinator to meet the expressed need.</p>