



Hello Volunteer Applicant!

Thank you so much for starting the enrollment process with Big Brothers Big Sisters of Greater Moncton. We are excited to start this process with you and start to get to know you better.

This package was designed to help give you crucial information about becoming a volunteer with our agency.

Please read the following information prior to attending your volunteer interview. If you have questions or concerns, please bring them with you when you attend your interview, our staff will be more than happy to discuss and elaborate about the process.

Are you?

- ☐ 18 years or older
- ☐ Living in the Greater Moncton area
- ☐ Going to be in the Greater Moncton area for the next 12 consecutive months
- ☐ Able to commit to bi-weekly outings of 2-4 hours over the next year

If so, you may be a successful candidate to become a Volunteer Mentor.

Vision and Mission of Big Brothers Big Sisters of Greater Moncton

Vision: Provided quality mentoring programs to every young person in need.

Mission: We provided quality mentoring relationships to young people in need, helping them reach their potential.

Mentoring and Developmental Relationships

BBBS mentoring programs are grounded in intentional, purposeful, relationship building with youth. BBBS has recently adopted an evidence-based relationship building framework called the Developmental Relationships Framework. Developmental relationships are close connections through which young people discover who they are, cultivate abilities to shape their own lives, and learn how to engage with and contribute to the world around them. Five key elements shape a developmental relationship into impactful, powerful experiences for youth. BBBS has adopted this framework to train, evaluate and support mentors while they build and sustain personalized, intentional and critical relationships with youth by Expressing Care, Challenging Growth, Providing Support, Sharing Power and Expanding Possibilities.



Enrollment Process

The enrollment process is a seven-step process. It is crucial that each of these six steps are completed.

For some candidates there may be extra steps to enrollment not included in this guide

Step One: Inquiry

The inquiry is as simple as calling the agency for more information or showing your interest by applying online through our website.

Step Two: Application & Volunteer Interview

The application can be completed prior to the interview, along with the other necessary paperwork. These forms will be shared with you through email once you have connected with a mentoring coordinator. The volunteer interview is conducted at our agency and takes approximately 1.5 hours. The purpose for this interview is to get to know you, learn about your strengths, and why you want to become a mentor.



Step Three: Volunteer Training

Our training comes in two parts, Program Specific and Child Safety. You must successfully complete both parts of training to move on with the process. The Program Specific training focuses on the role of mentor, the relationship, expectations for you, the family and your match, and match support. The Child Safety training focuses on how to keep your mentee safe, both physically and mentally.

Step Four: References

The following are the types of references you are required to submit: Personal reference, Family reference or Significant other reference (if applicable), Employment or Volunteer reference. References can be done by email or phone. You should bring these names and email addresses to your volunteer interview with the form provided to you by your Mentoring Coordinator.



Step Five: Police Check

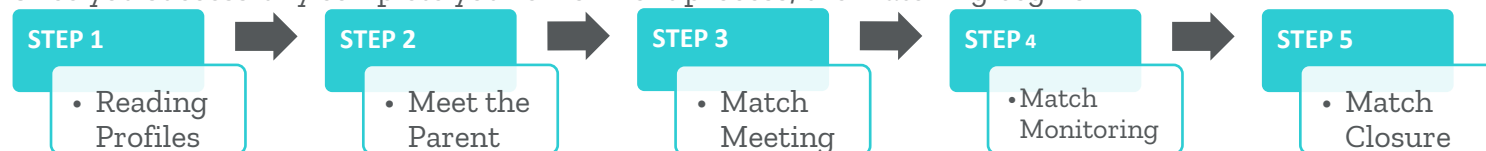
A clear police check is also a requirement to any volunteer position within our organization. **If you have a clear vulnerable sector police check that has been done within the last six months, please bring it in.** Applicants also may visit the local police station in person with the letter of volunteering provided by the mentoring coordinator.

Step Six: Final Team Assessment

At the end of your enrollment, after references and police checks are completed successful along with the above steps, a final team assessment is done. The team assessment is done by the Enrollment Team and ensures that all volunteer applicants being accepted into the program are meeting agency and National standards, are able to commit to the length of time for program, can provide a safe and stable role model to a child and demonstrate an ability to value communication with both family and agency. When this is complete, congratulations, you are an approved Big Brothers Big Sisters of Greater Moncton mentor!

Matching Process

Once you successfully complete your enrollment process, the matching begins!



Step One: Reading Profiles

The first step in matching is a face-to-face visit with your Mentoring Coordinator. After careful considerations of your input and of the team's assessment, we will present between 1-3 profiles we think would be a good fit for you. You will then have time to make your choice.

Step Two: Pre Match Meeting

Once you have selected a mentee, staff will then contact the family and present your profile to the legal parent/guardian. If they decide to move forward we will then set up a "Pre Match Meeting" where you will meet the parent/guardian. The meeting will give you each a chance to introduce yourselves, and discuss a possible match. **Agreeing to a Pre-Match Meeting does not mean you or a family are agreeing to a match.**

Step Three: Match Meet

Once the family, agency and you have agreed to move forward with a match, we then schedule a Match Meet with yourself, parent/guardian, your Mentoring Coordinator and your new mentee! Your Mentoring Coordinator will go over match rules, facilitate some getting to know you activities and allow you and your mentee to learn about each other in a structured environment. If everyone agrees to move forward, your match is made!

Step Four: Match Monitoring

Match monitoring is a crucial part to your match. It is essential for agency staff to speak with all match members- this means you! We have several key reasons to monitor your match:

- To ensure your Mentee is having a positive and supportive match experience
- To ensure that you are having a positive and supportive match experience
- To ensure child/youth safety

Your Mentoring Coordinator will give you a list of dates of when we need to speak with you. These updates are non-negotiable. And, as a volunteer you must agree to connect with the agency on a regular basis.

Step Five: Match Closure

Match closures are discussed in advance of the actual end of your match. Ideally a number of weeks before you and your mentee say goodbye, there will be conversations about how to end the relationship and decisions about continued contact after your official match is closed.

Match closures need to take time because we need to give your mentee time to say goodbye, celebrate the time you had together and express their feelings. Match closures do not have to be sad, they are also a time to remember the great things you did and wonderful accomplishments you've achieved together!

Meet Your Community of Support!

What is a community of support?

Your community of support is your team! We have developed a whole crew of staff who is here to listen; support, offer guidance and some amazing opportunities- here are some of them you should know!

Your Mentoring Coordinator

Who Are They? Your Mentoring Coordinator is the person who will help you get to be an approved volunteer. They will be your primary point of contact while you enroll, and ensure that you are completing all the steps for becoming a volunteer in a timely fashion. They will then support you through your match.

What If I Need Talk to my Mentoring Coordinator And They Aren't Available? There may be times when your Mentoring Coordinator is away, not at their desk or unavailable. When this happens it is important to know that you have access to a whole team of Mentoring Coordinators, any of which would be happy to speak with you and support with any question or issue you might have about your match.



Match Events and Activities

Big Brothers Big Sisters of the Greater Moncton Area hosts quarterly events for matches to attend. These events are created to give matches a chance to try costly activities at no cost, an opportunity to meet and have fun with other matches and a chance for staff to see your match in action! *All matches are strongly encouraged to attend match events.*

You will find out about match events in a variety of different ways: *Social media (Facebook) or email.* As well, we have tickets to give away on a regular basis to sporting events, plays, concerts and events in the city. Be sure to keep updated with our upcoming events to make sure you don't miss out.

Other Volunteer Opportunities at Big Brothers Big Sisters of Greater Moncton

- **Go Girls and Game On:** Go Girls and Game On is a school-based program for girls and boys in grades 5 through 8. This eight week program is facilitated by volunteer mentors in elementary schools who are post-secondary students or between 18-25 years old. These two programs (Go Girls for girls and Game On for boys) focus on teaching students about healthy and active living, positive body image and self-esteem.
- **In-School Mentoring (ISM) Program:** ISM is another school-based program. Volunteer mentors are matched with a child in a younger grade in elementary school. During the **school year only** mentors meet with their mentee in the school for one hour a week, during the school day. Matches can play games, crafts or other activities during their hour together.
- **Committee Volunteering:** BBBS also has a number of volunteer committees, both to organize and plan events for matches and youth, and to fundraise.

Frequently Asked Questions

1. Who are the children and youth that come to Big Brothers Big Sisters for service?

Our agency celebrates the vast diversity of the families that we serve in the city. No two families look alike, and they all bring their own exciting strengths. We see many single parent households and dual parent households come to our service, as well as families from all over the spectrum of socio-economic experiences. Families that come to us also include newcomers to Canada, blended families, intergenerational families and same-sex parent led households.

2. Why do families sign their children up for a mentor?

There are many different reasons for enrolling a family. Some families come to us to give their child some focused one on one time, if they are a busy family or a single parent household. Some families come to us because of a specific issue, like their child is struggling with being bullied, making friends, low self-esteem or confidence. Children and youth in our program must be between the ages of 6-16.

3. Do families have to go through an enrollment process?

Yes! The family enrollment process allows us to get to know families and their children/youth in a way that fosters support, relationship building and a healthy mentoring relationship.

4. Why do you ask me personal questions about my family, childhood and relationships in the volunteer interview?

We ask all of our volunteer applicant questions about their personal relationships and lives growing up. The reason we do so is for us to get a clear and complete picture of who you are. If you have had struggles in your life with your relationships it is helpful to know about how you have coped and managed these situations. The interview is a chance for us to learn more about you and how we can use your strengths and talents in a mentoring role.

5. How do the families sign up? Are they mandated to work with Big Brothers Big Sisters?

Family enrollment is done entirely by self-referral. Families must initiate the process themselves; a school, social worker or family member can initiate it but the parent/guardian must be a willing participant. It is also imperative that every child/youth that enrolls provides us with confirmation that they want to participate.

6. Will it cost me money to be a mentor in a match with my mentee?

Across Big Brothers Big Sisters of Canada there is a "Low Cost/No Cost" policy. What this means is that all match outings that you do with your mentee must be low cost or no cost. Your Mentoring Coordinator can help you find ideas that will work for your match. We value the time you are giving!

7. Why is the commitment for this program a minimum of 2-4 hours every second week?

The length of time and how often outings occur is decided based on a number of different factors, including research and evidence conducted by Big Brothers Big Sisters of Canada. Bi-weekly outings allow matches to get to know one another, have fun and learn how to create a healthy friendship over time. Seeing each other more than this or less than the expectation can have a detrimental effect on your mentee.

Our Location!

Big Brothers Big Sisters
of Greater Moncton
135 Kendra St.
Moncton, NB
Phone: 506-857-3047

