

# VOLUNTEER ONBOARDING MENTORSHIP: OVERVIEW

## MENTORSHIP PROGRAM MISSION

Meals on Wheels Durham's Volunteer Onboarding Mentorship Program (VOMP) pairs new volunteers with seasoned ones to help them navigate through their first month at MOWD. By connecting experienced volunteers with those just beginning their relationship with the organization, it's our hope that these mentorship pairings will create a volunteer culture of consistency and high-quality interactions, as well as enhance the “more than a meal” service we provide to clients.

## WHAT TO EXPECT

Mentors will have no more than five mentees at a time, and each mentor-mentee relationship will only last about three weeks. Throughout the three weeks, mentors will conduct a series of phone calls:

**ONBOARDING CALL:** This is the first call that will happen 48 hours before the mentee's first shift. During the call, mentors will welcome new volunteers to MOWD, prepare them for their first shift, go over expectations, and answer questions.

**DEBRIEF CALL:** This second call will happen 48 hours after the mentee's first shift. During the call, mentees will talk about their volunteer shift and mentors will share any words of wisdom to enhance their next experience.

**RETENTION CALL:** This is the final call that will happen 3 weeks after the mentee's first shift. During this call, new volunteers will share more about their experience thus far and provide feedback on how VOMP prepared them for their shift.

In addition to the phone calls, mentors and mentees might choose to do other optional activities, like doing a meal delivery route together or getting coffee after a shift!

**IF YOU ARE INTERESTED IN BECOMING A MENTOR, EMAIL [RENA@MOWDURHAM.ORG](mailto:RENA@MOWDURHAM.ORG).**

**ONCE WE SECURE OUR COHORT OF AMAZING MENTORS, WE WILL OFFICIALLY START TO OFFER THE PROGRAM TO NEW VOLUNTEERS—WHICH WILL BE AVAILABLE THROUGH OUR VOLUNTEER APPLICATION.**