



Type: Guide	Northumbria Blood Bikes: Auxiliary Role Description - Membership Mentor		
Owner:	Membership Secretary	Author:	Suzanne Hitchinson
Approved:		By:	Executive Committee
Doc Ref	AUX4103	Version	1.0

A. Why do we need this Guide

This document sets out the roles and responsibilities of an Membership Mentor.

B. Who is responsible for this Guide

The Membership Secretary of the group is responsible for the maintenance of this Guide.
The Executive Committee is responsible for approving this Guide.

All members of NBB Committee and any holder of the Membership Mentor role should be familiar with the information in this Guide.

C. When will this Guide be reviewed

The Guide will be reviewed a maximum of two years following its approval.

D. How will changes be notified

The latest version of the Guide will be made available via the members' library on the group website. New versions will be announced via email to all members of the executive committee and holders of the Membership Mentor role.

1. Aims of the Role

- 1.1.** The Membership Mentor will assist the Membership Secretary to ensure that new volunteers are fully engaged from the start of the NBB journey
- 1.2.** The Membership Mentor will assist the Membership Secretary to have the new volunteer to attend the NBB induction and role based workshops.

2. Who does this role report to

- 2.1.** The Membership Mentor reports to the Membership Secretary.
- 2.2.** The Membership Mentor may need to liaise with any other committee member to assist the new volunteer

3. Responsibilities and Duties of the role

- 3.1.** It is the memberships team primary goal to have the new volunteer attend the next suitable induction day.
- 3.2.** The Membership Secretary will, in most cases, be the first person the new volunteer will speak to, but sometimes this will fall to the Membership Mentor and they will be the point of contact for the new volunteer during the initial phase of the volunteer process.
- 3.3.** Once the Membership Secretary assigns a new volunteer the Membership Mentor should aim to make the initial contact within 72hours, if this isn't possible advise the Membership Secretary who can then assign a new Membership Mentor.
- 3.4.** The membership Mentor will give a brief outline, but not limited to, the below points
 - General Overview of NBB
 - Explain the Volunteer Process and what happens next
 - If a rider, arranges a garage check once the volunteer has completed the Induction day.
- 3.4.2.** These initial communications can be completed via face to face, telephone calls or emails (using NBB email) to suit both parties.
- 3.4.3.** The Membership Mentor will stay in contact with any new volunteer all through the process advising if the new volunteer is unaware of the next step and who to speak to.
- 3.5.** The Membership Mentor requirements are
 - 3.5.1.** Completed at least 25 (Bronze Badge) operational shifts.
 - 3.5.2.** Been operational for a minimum of 1 year
 - 3.5.3.** Active member with a demonstrable track record of regular successful shifts
 - 3.5.4.** Have some flexibility to be available for the assigned volunteer/s.

4. IT System Requirements

4.1. This role requires additional access to the ICT systems beyond those of a normal volunteer

4.1.1. This role has additional requirements for Email access

- This role requires a personal NBB email address

4.1.2. Additional requirements for Slack:

- This role requires a Slack account
- This role requires access to the Membership team Channel

**Northumbria Blood Bikes:
Auxiliary Role Description - Membership Mentor**

Version Control and History

Date	Version	Author:	Reason For Change
Oct 2020	1.0	Suzanne Hitchinson	First Version