

Prince's Trust Online Step-by-step Volunteer Guide

Recruitment

You'll go through our recruitment process, checking you're eligible to work with our young people, sharing some details with us and completing a video application. Once your application is approved, you'll be able to start training.



Training

1. You receive login details and a dedicated Trust contact for Prince's Trust Online
2. You click 'My Training' and complete the three core training modules - 'Introduction to The Trust', 'Your role as a mentor' and 'Keeping Safe'
3. You let us know when you feel training and equipped to be matched, by clicking 'Ready to mentor'
4. Before you are matched, we'll collect a reference on your behalf

Matching

1. You are matched to a young person and introduced to each other by your Trust contact
2. You are provided with relevant information to help you to support your mentee
3. Ahead of your first meeting, you complete the 'Your first meeting' module, which explains what you should cover and how to set up and complete your first One-to-One
4. You get in touch with your young person and arrange a suitable time to talk

Communication

Your mentoring relationship will last up to three months depending on your mentee's individual needs.

We expect you and your mentee to have a meeting every week. We will supply you with a dedicated Skype link you can use to video call however you can also speak over the phone, whichever works best for you

Outside the weekly meetings, you can contact your mentee using 'Live Chat'. We recommend you check the platform every day to see any updates



Evaluation

You complete a survey or focus group to give feedback of your experience on the platform to help us shape it going forwards

You are encouraged to share any additional feedback with your Trust contact or by emailing the Prince's Trust Online inbox

Support

We are committed to ensuring you feel supported, so if you ever have any questions, you can

- Speak to your main point of contact
- Contact PT Online Support
- Ask questions to fellow mentors in your mentoring community
- Attend the regular webinars to find out more about your role

Developing skills

- Your mentee works through the learning modules based on the objectives and goals you set together

- You check in regularly to respond to questions and aid progress through comments and live chat

- You schedule weekly video calls to review progress against goals

- You help the mentee identify their most appropriate next step

