

Types of Supervision

Supervision as Support

The program coordinator should provide on-going and a wide range of support to the matches throughout the program's cycle. This means offering professional assistance and advice in the following areas:

- Problem solving
- Feedback and encouragement
- Ideas for appropriate activities
- Advice on positive mentoring
- Positive reinforcement to both the mentor and the mentee
- Supports to connect with family or community if this is appropriate within your program

Supervision as Monitoring

Your program coordinator must regularly monitor matches to determine the participants' continued suitability for the program. Thus, match supervision can be thought of as part of an ongoing screening process. By doing regular monitoring your program continues to fulfill its obligation of care towards its mentees. This monitoring supervision should focus on ensuring:

- The participants are safe
- The participants are following the program's ground rules
- The mentoring relationship is developing positively and problems are solved as they arise
- The mentor and mentee meet regularly as per the program guidelines
- The mentor is demonstrating effective mentoring practices and is using a strength-based approach in his/her interactions with the mentee
- The match participants are satisfied with their relationship
- The mentor and mentee meet regularly as per the program guidelines
- The mentor is demonstrating effective mentoring practices and is using a strength-based approach in his/her interactions with the mentee
- The match participants are satisfied with their relationship



Overview of Supervision Processes

Your program coordinator or another designated, trained professional should conduct regular supervision with all parties in a match, including the mentor, mentee, and parent or guardian. Supervision contacts can be made by phone or in person, and should follow a regular, agreed-upon schedule. For example, traditional one-to-one or peer matches require supervision contacts:

- Weekly in the first month of a match,
- Monthly for the first six months,
- Bi-monthly from the seventh to twelfth months,
- Quarterly after that.

Group mentoring programs require less frequent monitoring but should include regular contact to provide support and formal supervisions at least quarterly.

If problems are occurring in the match, more frequent contacts are needed. In-person interviews with match participants should take place within the first four months of the match, and around every anniversary of the match if program involvement is ongoing.

The match supervisor should also be available by phone or in person as needed. Additional supervision could also be offered through group support meetings for mentors or parents. Staff should always lead these sessions to intervene should inappropriate or detrimental strategies and advice be offered.

Every attempted and completed supervision contact must be thoroughly documented.

