



**Education, Training &
Peer Support Center**

NAMI Support Group Mentorship Process

The NAMI Support Group Mentorship Process allows prospective NAMI Connection and NAMI Family Support Group facilitators to begin participating in program leadership before being formally trained and certified.

Contained are tools, tips and guidelines for NAMI Affiliates to develop long-term, caring facilitators who are passionate about NAMI Support Groups.

Mentorship Process Outline

One of the biggest obstacles in maintaining NAMI Support Groups is the successful recruitment and retention of group facilitators. Mentoring potential facilitators is an excellent way to foster new leadership within your local NAMI Support Group program. If you have a prospective NAMI Support Group facilitator and no immediate training date available, you can have this prospective facilitator prepare for training through the NAMI Support Group Mentorship Process.

Participation in this process enables:

- Volunteers to develop their facilitation skills over time.
- NAMI Affiliates to prepare prospective facilitators before they're nominated to train.
- Prospective facilitators to get the most out of their training experience.

Mentees will not be asked to co-facilitate groups right away but will be eased into the process, developing facilitation skills over time. The expectation is that every mentee participating in the Mentorship Process will attend the formal two-day NAMI Support Group training event within one year of starting the process.

Criteria for being mentored:

- Before beginning the mentorship process, the mentee must complete the application and have the endorsement of their NAMI Affiliate.
- Any mentee should be a promising prospective trainee for either NAMI Connection or NAMI Family Support Group (FSG) and someone you intend to train in the future. Engage the participation of only those who you reasonably expect to successfully complete the process.
- Before becoming a mentee, the individual should attend the appropriate NAMI Support Groups (FSG or Connection) to become familiar with the model. The suggested minimum number of groups attended is three.
- The mentee must meet all the criteria of the appropriate NAMI Support Group (either FSG or Connection) facilitator.

Criteria for being a mentor:

- The mentor must be a trained NAMI Support Group facilitator who has completed the application and has the endorsement of their NAMI Affiliate.
- Ideally, the mentor will co-facilitate a group acting as lead facilitator, with the mentee acting as the secondary facilitator.
- Mentors must be available to their mentees, debrief the support group meetings and answer questions related to the model.

These guidelines exist to enable NAMI Affiliates to grow the leadership within their NAMI Support Group programs and to ensure adherence to program fidelity. We hope you'll consider utilizing this process to grow your local NAMI Support Group programs!

Role Responsibilities

Being a “mentor” or “mentee” can sound intimidating. We hope that the following outline will make expectations clearer and more manageable to those who might participate.

Those in the role of the mentee are expected to do the following:

- Actively engage in the mentee orientation:
 - Become familiar with the Facilitator Guides and be able to define the role of facilitator.
 - View the NAMI Connection and NAMI Family Support Group Facilitator Refresher on the NAMI Education Helpdesk (www.nami.org/eduhelpdesk).
 - Set and discuss personal goals with mentor, and discuss specifics of the NAMI Support Group model.
- Attend their mentor’s NAMI Support Group meeting on a regular basis.
- When the time is right, assist with NAMI Support Group set up, opening, closing, etc.
- Eventually be able to assist the lead facilitator to guide the group through group work using the processes and structures as outlined in the Facilitator Guides.
- Regularly communicate with the mentor regarding progress and tips for success.
- Attend NAMI Support Groups as a participant (when possible).

While mentees are expected to attend the appropriate formal NAMI Support Group training within one year of stepping into their role as mentee, if there’s reason to believe that more time is needed, this can be discussed with NAMI Affiliate and NAMI State Organization program leadership.

The following are expectations of the mentor:

- Meet the mentee outside of the NAMI Support Group (or, if necessary, coordinate by phone) to discuss the mentoring process and help set and review personal goals.
- Go over the Facilitator Guides with the mentee and offer facilitating tips.
- Attend each NAMI Support Group with the mentee, keeping their goals in mind.
- Allow the mentee to learn and listen and then, at the discretion of the mentor, take part in guiding the group through different processes and structures.

- Communicate with either NAMI Affiliate or NAMI State Organization program leadership about the progress of the mentee.

It is important to state that acting in the role of mentor does not mean that a NAMI Support Group facilitator is considered a state trainer for the program. These are different roles.

Also, participation in the mentoring process does not mean that the mentee becomes a certified NAMI Support Group facilitator. It means that they have received a level of preparatory training that enables them to function in the role of co-facilitator of a NAMI Support Group. Mentees are not approved to act in the role of lead facilitator, and must always train with a certified NAMI Support Group lead facilitator.

Mentoring is advising, counseling and instructing. It is about helping and supporting in a trusting, non- threatening manner that the recipient will appreciate and value. Good mentoring creates an informal environment in which one person can feel encouraged to discuss their needs and circumstances openly and in confidence with another person who is in a position to be of positive help to them.

The goal is to empower prospective facilitators to become passionate, long-term leaders of this program, and this is to be supported in any reasonable way possible.

Mentor Application

Name:		
Phone:	Cell:	Email:
Address:		
City:	State:	Zip:
NAMI Affiliate:		
Endorsing Program Director/Coordinator Name:		
Endorsing Program Director/Coordinator Email:		
Prospective Mentee Name:		
<input type="checkbox"/> NAMI Connection <input type="checkbox"/> NAMI Family Support Group		
Please answer the following to be considered for the NAMI Support Group Mentorship Process.		
Why do you want to be a NAMI Support Group mentor?		
How do you maintain fidelity to the program model? And how would you help a prospective mentee maintain fidelity?		
How can we best support you in the role of mentor?		
Please reply below regarding mentorship details.		
Are you comfortable maintaining regular contact with your mentee throughout this process? YES / NO		
Would you be interested in becoming a state trainer for this program? YES / NO		
Use the space below to comment on any question or concerns you may have regarding the mentorship process.		
Thank You! Please return this application to your NAMI Affiliate.		

Mentee Application

Name:		
Phone:	Cell:	Email:
Address:		
City:	State:	Zip:
NAMI Affiliate:		
Endorsing Program Director/Coordinator Name:		
Endorsing Program Director/Coordinator Email:		
Prospective Mentor Name:		
<input type="checkbox"/> NAMI Connection <input type="checkbox"/> NAMI Family Support Group		
Please answer the following to be considered for the NAMI Support Group Mentorship Process.		
Why do you want to be a NAMI Support Group facilitator?		
What qualities are needed to be an excellent facilitator?		
How do you practice self-care?		
Please reply below regarding mentorship details.		
Are you willing to attend a two-day NAMI Support Group training after being mentored? YES / NO		
Are you comfortable maintaining regular contact with your mentor throughout this process? YES / NO		
Use the space below to comment on any question or concerns you may have regarding the mentorship process.		
Thank You! Please return this application to your NAMI Affiliate.		

Mentee Orientation Outline

While not intended to replace the two-day NAMI Support Group training experience, an orientation allows mentees to become familiar enough with the NAMI Support Group model to more meaningfully engage in the mentorship experience. An orientation should include the following basic components:

1. An introduction to the Facilitator Guides by the mentor.
2. The NAMI Connection and NAMI Family Support Group Facilitator Refresher webinar, found in the Online Learning Center of the NAMI Education Helpdesk.
3. Agreed-upon goals for the mentorship process.

NAMI Affiliate Checklist and Tips for the NAMI Support Group Mentorship Process

Ensuring success for the Mentee:

- If no immediate training is available, invite prospective NAMI Support Group facilitators to join the NAMI Support Group Mentorship Process.
- Make sure the mentee is actively pursuing personal wellness and is able to dedicate the necessary time to this process.
- Have the prospective mentee attend NAMI Support Group meetings prior to becoming a mentee so as to be familiar with the model. A three group meeting minimum is recommended prior to beginning the process.
- Complete the program orientation (outlined on page eight) for mentees to ensure understanding of group format.
- Give the mentee the Facilitator Guides so they can learn the structures, processes and strategies used in facilitation.
- Make sure the mentee understands that they will not be a certified facilitator at the end of this process, but will be better prepared to attend the next NAMI Support Group training.

Ensuring Success for the Mentor:

- Confirm that the mentor is a trained NAMI Support Group facilitator, who has completed an application and been approved by their NAMI Affiliate.
- Make sure mentor coordinates with mentee outside of the NAMI Support Group to discuss the mentoring process and help set goals.
- Have mentor use the Facilitator Guides with the mentee to offer facilitating tips when assured that mentee has read the Facilitator Guides.
- Have mentor talk with either NAMI Affiliate or NAMI State Organization's program leadership about the progress of the mentee.
- Make sure that the mentor understands that this process does not mean that they are now a state trainer for a NAMI Support Group program, but are approved as a mentor to help prepare potential facilitators.