**As a Peer Mentor, you are helping people orient themselves to this program faster, so they can get to working on their healing and wholeness faster.**

**Checklist for Peer Mentors**

* Greet new clients of the PROS program.
* You are committing to be a guide to new clients for at least a week.
* Introduce new client to staff members and clients.
* Tour of the entire building (ie, bathrooms, coffee station, group board, offices, their counselors office, etc.).
* Explain process and times of when breakfast and lunch are served.
* Explain where a client can find their group schedule.
* Walk new client to groups.
* Encourage new client to engage in group.
* Be willing and open to answer any questions or direct to staff for answers.
* Attend at least one Council for Leadership Development meeting with client.
* Attend at least one Council for Leadership Development meeting per month.
* Model positive behavior based on behavioral guidelines.
* Explain the rules of the PROS program and the expectations

**Common Questions to Ask a New Client**

1. How are you doing today?
2. What are some fun things you did over the weekend or plan to do this weekend?
3. What are your favorite hobbies/activities to do in your spare time?
4. Do you have any questions about the PROS program/groups?
5. Would you like to sit with me during lunch/breakfast?
6. What is your favorite part about PROS so far? (you can share your favorite too)
7. What is your favorite group at PROS?
8. What are some goals you have while at PROS?
9. Where do you work? Are you employed?
10. Do you have any pets?
11. Maintain casual conversation and continue to engage the new client to make them feel welcome at PROS

Personality and Behavior Traits

Required of PROS Volunteers

**You have no problem following the behavioral guidelines of PROS.**

**You want the skills being taught within the position you are holding. You are looking to build yourself up, from a follower to a leader.**

**The following traits can be applied to all positions of leadership:**

**Hardworking** – You not only offer ideas, but are willing to show how to implement them.

**Dependable** – You keep your word. What you say, you mean. You can be relied on to fulfill your word. You will show up for required meetings. You will call in if not showing up when you are suppose to.

**Positive** - A positive mental [attitude](http://www.selfgrowth.com/attitude.html) is the belief that one can increase achievement through optimistic thought processes: to take action; to talk, believe, act, and think in a positive manner; to create a positive mindset during a negative situation or environment; to help someone create a positive mindset to overcome fear, adversity, oppression, or challenges that person may face in life.

**Self-motivated** – Takes immediately action on decisions made, without being asked over and over again. You are a goal setter and a goal achiever. You will ask questions of appropriate staff if you are unsure of a task.

**Team-oriented** – Acts on decisions in consideration of the ideas and objectives of PROS and their clients.

**Organized** – Will regularly keep up on the duties of their position. You organize your duties well enough that you could pass them on to another person, without confusing the other person.

**Works well under pressure** – There will not be a lot of imposed pressure, but you will be relied upon to accomplish what your position calls upon you to do.

**Effective communicator** – You like people. You are attentive to people and their environment. You have a pretty good idea of what motivates people, and you know how to treat people in a consistent, fair and friendly, manner. You will consistently report back your progress or end results.

**Flexible** – Ideas change. Some things don’t work a certain way, or not at all. You are able to consult with your team, change course, and move forward.

**Confident** – You know that you possess the traits in this list.

**A Peer Mentor will set an example by following these**

**Behavioral Guidelines**

1. CONFIDENTIALITY IN ALL CIRCUMSTANCES IS MANDATORY

2. Respect your peers. No spreading gossip or teasing others.

3. Respect all program staff.

4. Do not ask your peers for cigarettes or money.

5. You are expected to be on time for group, to be attentive and stay for the full duration of the group.

6. Client’s are expected to sign in at arrival and to sign out when leaving the building.

7. Sexual harassment is not allowed.

8. No vulgar language (swearing).

9. Clients will aid in keeping their program clean.

10. Property destruction, vandalism and stealing will not be tolerated.

11. No smoking in or in front of the building. You must use designated smoking areas.

12. Go to staff before a problem gets out of control with a peer.

13. No food or drinks allowed in group rooms.

14. All drinks must have lids.

15. Turn cell phones off while in groups and during any other constructive activity. If you are expecting a call, turn you phone on vibrate and leave the room before answering.

16. Do not enter staff offices without staff members present. Always knock before entering staff’s office.

17. Physical violence will not be tolerated.

18. No alcohol or drug use is permitted. Participants under the influence will be sent home.

19. No drug paraphernalia or weapons of any kind.

**What does being a peer mentor mean to you?**

**Availability:**