

INVIDIA MENTOR MANUAL

Thank you for volunteering to be an Invidia Mentor!

Below you will find all of the information you will need to be a fantastic mentor, which will really make a difference to all of our Free Tasters, new members and existing members!

WHY DO WE HAVE INVIDIA MENTORS?

- The Invidia Mentoring system is a new idea that will help to make the Free Taster/New Member process as easy, relaxed and non-scary as possible for everyone that walks into an Invidia rehearsal.
- The system will 'bridge the gap' between a Free Taster meeting their Buddies and then joining in with a rehearsal. Often the Buddies find it very difficult to get Tasters checked in, find out which section they want to sing in, and then get them seated in the section, all before the session starts and with other Free Tasters often waiting. Mentors provide much needed support in these situations.
- To provide a friendly face to newer members so that they can enjoy their Invidia experience even more.

THE ROLE OF THE INVIDIA MENTOR

- You will work closely with your Tutor, Buddies and other Mentors to ensure that all Free Tasters are looked after and have somewhere appropriate to sit.
- You will be friendly, personable and welcoming to everyone who comes to a rehearsal, whether they are a Free Taster, new member or existing member.
- You will be reliable (i.e. able to come to most rehearsals) and be prepared to make provisions if you are not able to make a rehearsal one week (e.g. ask another member to look after your tasters for that week) or at least let your Buddies know.
- You will wear your Invidia Mentor badge whilst at rehearsals.

- You will feedback any information to the Buddies, Tutors or Invidia Office where appropriate, and also respond promptly to any communications sent out.
- You will be an example of our **Fun Friendly and Supportive Ethos** and show Free Tasters and new Members from the word go, that we do not indulge in drama, gossip or moaning.

WHAT DO I NEED TO DO AS A MENTOR?

We do not wish to micromanage your experience as an Invidia Mentor. You will know your group dynamic best and how to manage your role. There are certain elements however that must be followed in order to ensure the Free Taster/new Member is getting a consistent experience no matter which group they go to. We must also ensure that all communications with Free Tasters/Members follows the guidance given in our Ethos and Terms and Conditions.

To help you along your path as a Mentor, we recommend the following procedure:

1. Arrive to your rehearsal early (10 – 15 minutes) so that you can get yourself settled.
2. This would be a good time to check in with any new members, to make sure they are okay and know where to sign in, where to sit etc. **We recommend checking in with new members for at least their first 3 sessions.**
3. When all of the Free Tasters have been checked in and been given their music, go to your Buddies so that they can hand the Tasters over to you.
4. Seat your Tasters:
 - a. If they are in your singing section (i.e. you are an Alto 1 and they are trying out Alto 1), please sit them close to you - you may want to reserve some seats in your section to do this.
 - b. If they are not in your singing section (i.e. you are an Alto 1 and they are a Tenor) please take them over to the appropriate group, introduce them, and get them seated with other members **NOT ON THEIR OWN!!**
 - c. If you are not able to sit with your tasters, you may like to stay with them until the rehearsal starts, or sit them all together until the rehearsal is about to start. Please use your best judgement depending on your group size and space available.

5. Engage with your Tasters during the rehearsal if they need help finding where they are, if they look a bit lost etc. but please remember to not disturb the session.
6. If your group has a tea break, make sure you check back in with your Tasters, take them for a drink and ask how they are getting on.
7. At the end of the rehearsal, take your tasters back to your Buddies so that they can complete their paperwork.

THINGS A MENTOR DOES NOT NEED TO DO

We do not want to detract from your enjoyment of Invidia Voices, and we also want to make sure that everyone knows what they are supposed to be doing so there is no confusion between roles. To ensure this happens, you do not need to worry about the following:

- Filling in paperwork or signing the Free Taster in. This is the Buddies' role and they have had specific training to ensure that this is done in the correct way.
 - NB if your Buddy asks you for help, for example they may have a lot of tasters, please do so, but you must follow their instructions.
- Finding the correct Vocal Section for the Tasters. This is done before the Free Taster even comes to the session and the Buddies have a specific procedure for sorting this out.
- Talking to the Taster about Invidia Policies, Terms & Conditions, enrolment procedures, payment terms, Direct Debit information or anything else along those lines. Your Buddies have all of this information available or the Taster can contact the office. If you are asked about these things, please say something along the lines of *"I don't know the details of those things, I'm just here to have fun! Your Buddies will be able to help you with that info at the end of the session, or we can give you the contact details of the office"*.
- Existing members may wish to talk to you about things that are on their mind. Please be respectful if this is the case and treat their comments with confidentiality. Suggest that they contact the office directly (via email or phone, not Facebook), however if the member does not want to speak to us, or wants to remain anonymous, then it needs to be passed on to a Buddy or Tutor, depending on who the Member is comfortable talking to as this is not your role. Assure them that any feedback from the Buddies or Tutors will remain anonymous if they wish it to do so. Please take care of

your own well-being and do not put yourself into a position which makes you feel uncomfortable.

IMPORTANT THINGS TO REMEMBER

- When seating Free Tasters, please make sure you are not obstructing the enjoyment of existing members. If you have to seat Tasters in a section that is not your own, using the phrase “*Would it be okay if we make some space for Joe Bloggs here so that he’s not sat on his own?*” is preferred to “*You’ll need to move so we can seat the Free Taster*” – existing members and Free Tasters are just as important as each other, but don’t be afraid to ask people to be more accommodating – remind them that they were a Free Taster once!
- The taster will no doubt ask you about the choir; please use your **personal experiences** to talk to them about it. Why do you enjoy the choir? What benefits have you obtained? Do you enjoy performing? Favourite moments? You get the idea!
- You may wish to give your contact details to the taster so that you can catch up outside of rehearsals. This is completely up to you, it is not compulsory, and Invidia Voices will never release your personal information without your permission. Please treat any contact details given to you by a Free Taster with confidence.
- You may wish to reserve some seating as soon as you arrive if you know that you will be having someone come back to you (i.e. a second taster)

We hope you enjoy your experience as an Invidia Mentor, and as always, if you have any questions, feedback or concerns, please do get in touch!

Matt, Alex & Cat

Invidia Voices

cat@invidiavoices.co.uk

01603 464532