

LETTER TO MENTORS/COACHES AND TUTORS

Dear MTEF Mentor/Coach and Tutor,

The Milwaukee Tennis & Education Foundation wants to welcome you to our organization. We appreciate your desire to help youngsters learn and enjoy the game of tennis and to assist them with their academic and career development needs. It should be an exciting and rewarding experience for you.

As a key person on our Mentoring team, you have a wonderful opportunity to promote the value of education, sportsmanship and character development, and introduce a number of children to tennis, which they can enjoy for a lifetime in a safe and enjoyable way.

Never underestimate your influence on the lives of these young people. **The unique nature of our Expanded Mentoring program provides the environment for youngsters to develop close relationships to all our mentors, so your behavior and attitudes will set the example for the body of children who will look to you for guidance and leadership each time we meet.** As a positive role model, you will help youngsters develop their confidence, self-esteem and the social skills that will help them succeed in the future.

Use this handbook as a guide toward understanding your duties and responsibilities in your relationships with co-workers and mentees. As a member of our “team of mentors” you will make an important contribution to the quality and success of your mentees. **An understanding of the duties and responsibilities is a first step towards achieving a unified and cooperative effort as the team seeks to maintain and improve the quality of the programs and activities of this project.**

In this handbook, we discuss our performance expectations for our mentor staff and present guidelines that will help increase your awareness of the standards of professionalism and behavior that we expect. We include suggestions and methods to assist you in developing the skills and practices needed to attain a higher performance level.

Educating children and coaching tennis both are rewarding experiences, and together they make a powerful combination. As a lifetime sport, tennis can be enjoyed by children of all ages, regardless of race, nationality or color. Education is the foundation for all success, but one must develop a love of learning at a young age. Just as you want your students to be the best that they can be, we are here to help you be the best mentor and academic tutor that you can be. **Let’s have a terrific year!**

Sincerely,

Michael D. Levy Sr.
Executive Director



MENTOR GUIDELINES



CONGRATULATIONS! As a mentor, you are about to begin one of the most rewarding and fulfilling experiences of all. Your commitment indicates that you believe in young people and aspire to see and be a part of positive change in the Milwaukee Community. MTEF would like to follow the mission and responsibilities that MTEF abides by, enjoy your role most of all, **and be yourself!** Please read the following guidelines carefully:

Your Role and Expectations as a Mentor:

- Connect with your mentee at least once per week to check-in and discuss recent updates pertaining to tennis, school, friends and/or family. Record the main points of conversation in your Mentoring journal to remain up-to-date and accountable in your role and responsibilities.
- Connect with the Mentoring Program Coordinator at least once per month via e-mail or phone to discuss any updates and/or concerns regarding mentees. Work with the Mentoring Program Coordinator and staff to implement structure and curriculum during weekly Hangouts.





- Attend and be present at weekly Mentoring Hangouts, staff trainings, and suggested weekend JTT Matches. Being a support to your mentee starts by showing you're available and interested in supporting them!



- **Build relationships!** At the initial stages of the process, your mentee may appear to be hesitant, unresponsive, and unappreciative of the mentor relationship. **Be patient!** It may take some time for your mentee to feel comfortable. Start small, while maintaining professionalism. **Establish how you can reach your mentee** (i.e., by phone, at a specific location), designate a time and phone number where you can usually be reached, and be consistent!

- Know your role (You're not a, parent, disciplinarian, therapist, Santa Claus or babysitter!) Be a **dependable, consistent friend**. Present information clearly, listen carefully, and offer possible solutions without passing judgment. Don't criticize or preach. Think of ways to problem solve together. **Never "you should of" your mentee.**





- **Respect** the uniqueness and honor the integrity of your mentee and influence him/her through constructive feedback. Identify the mentee's interests and take them seriously.
- **Set realistic expectations and goals for your mentee.** Remember there is a big difference between encouraging and demanding. Assist in making the connection between his/her actions of today and the dreams and goals of tomorrow. Look for signs of mentee improvement such as increased school attendance, improved grades, showing up for meetings and expressing appreciation and express pride in their accomplishments.





Program Code of Conduct:



- Staff members will be positive role models for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact and maturity.
- Use positive techniques of guidance, including redirection, positive reinforcement, and encouragement, rather than competition, comparison or criticism.



- **Staff must appear clean, neat, and appropriately attired during mentoring sessions and group meetings.**

- **Staff is prohibited from using, possess, or being under the influence of alcohol or drugs, and avoids smoking or using tobacco in the presence of children or parents during work hours.**

KNOW THE RULES!



- **Staff members are prohibited from using profanity, inappropriate jokes, sharing intimate details of one's personal life that does not relate to providing positive guidance, and/or displaying any kind of harassment towards or in the presence of youth.**

- **Maintain age-appropriate expectations and guidelines with your mentee, as assigned by Program Staff.**



- **Be respectful and considerate of your mentee's experiences and treat your mentee equally regardless of sex, race, religion or culture.**

- **Talk with your mentee about any concerns calmly and respectfully. Do not give your mentee the silent treatment. Be verbal, never physical, with any discipline.**





Program Rules:

- **Discussions between you and your mentee are considered confidential.** Do not share any details of conversations between you and your mentee with anyone except the Mentoring Program Coordinator. Be careful about sensitive, personal issues – your mentee will share the information they are comfortable sharing. Do not pry or fish for information. Focus on discussions regarding tennis, school/next-steps, and friends/family life with your mentees.



- **If you have any concerns you feel is beyond your ability to handle, call the Mentoring Program Coordinator, even if it seems trivial.** There is no reason to feel helpless or hopeless in this position for any reason.



Measure of Success:

- Your success is measured by many milestones - including the success of your mentee!

Your mentee may realize for the first time that he/she . . .	Good indications:
✓ has potential	<ul style="list-style-type: none"> ✓ setting goals ✓ developing new skills ✓ aware of time management
✓ is confident and self-assured	<ul style="list-style-type: none"> ✓ increased cooperation with parents, teachers and peers ✓ behavioral changes
✓ values education and the learning process	<ul style="list-style-type: none"> ✓ increase in school attendance ✓ improved grades ✓ respect for teachers
✓ is a capable young person	<ul style="list-style-type: none"> ✓ a willingness to help others ✓ ability to see the future ✓ ability to plan for college



Your mentee will reward you through notes, e-mails or simply conversation (i.e., may tell you how “great” you are, tell you how you have helped him/her with a problem). Whatever the compliment, know that what you are doing has had a significant impact on the youth and their future.

- **Ask questions if you find any part of the guidelines unclear or confusing.**
The Mentor Program Coordinator is available to assist you in any way possible!





Points to Remember:

- **The quality of the relationship you build directly influences the life and future of the child.**
- **Mentoring is not a solution for all the challenges/decisions facing your mentee. The purpose of mentoring is a one-on-one positive relationship that shows a child that he/she is valued as a person and is important.**

YOU ARE A:

POSITIVE ROLE MODEL

FRIEND

COACH

CHEERLEADER

SELF-ESTEEM BUILDER

CAREER COUNSELOR

ADVOCATE



Reasons to contact the Mentoring Program Coordinator:

- *If you have concerns regarding your mentee's physical, emotional, or mental well-being, or if your mentee shares any challenges regarding substance, emotional, or physical abuse of any kind. These situations are best handled by professionals who have experience in this field, and you are not responsible or qualified to provide advice on these matters.*
- If you have questions or concerns with your role and responsibility as a mentor or are having difficulty in your role.
- If you are unable to attend a scheduled Hangout, training, or other planned responsibility due to illness, travel or another scheduled activity, PLEASE do be honest with the Coordinator about your reasoning for needing to miss to maintain a positive, professional relationship and potential future reference contact!
- If you have not had contact with your mentee (incorrect phone number, not returning messages) for over two weeks.





Mentor Contact List

<u>Name</u>	<u>What's Your Role</u>	<u>1st Contact #</u>	<u>Alternate #</u>	<u>Email Address</u>
Brooke Slamka	Mentoring Coordinator	(262)902-8617	(262)902-8617	brooklynnejslamka@gmail.com
Joel Rodriguez	College Mentor	(414)704-5212	(414)704-5212	joelnathanielrodriguez@gmail.com
Lorena Dulce	College Mentor	(630)487-0273	(630)209-3928	lorena.dulce@marquette.edu
Valeria Dulce	College Mentor	(630)209-3928	(630)487-0273	valeria.dulce@marquette.edu
Victor G Perez	College Mentor	(414)999-5971	(414)999-5971	victor.gonzalez8@yahoo.com
Will Conley	Tournament Coach	(262)506-8270	(262)506-8270	will.conley@marquette.edu
Diana Miramontes	Asst. Executive Director	(414)442-8195	(414)588-5831	dmiramontes@mtef.com
Michael Levy Sr.	Executive Director	(414)442-8195	(414)731-5637	mlevy@mtef.com mdlevysr@gmail.com