SHINE FROM Within®

YOUTH MENTOR TRAINING

Client Management and Contraindications

CLIENT MANAGEMENT + CONTRAINDICATIONS

Client management ensures that we are taking the time to ensure a young person can benefit from youth mentoring, either one-on-one or in a group setting, and that they aren't in fact in need of more support (for example, in the form of therapy). As we always come back to in this training, we are firmly in the preventative space and so these initial steps are so important.

While this is embedded into our duty of care training, knowing when to refer a client on and ensuring you have an update referrals document and processes in place, scope of practice, templates for onboarding etc, it's important to reiterate Client management should include, but is not limited to, pre-screening clients, how and when to refer a client to a qualified healthcare professional, duty of care and guidelines on responding if there is a disclosure of harm or incident during a workshop or mentoring session.

Pre-screening a client to see if there may be any contraindications to mentoring takes place in the following ways:

- A parent would book their child into a workshop or 1:1 youth mentoring session via a booking form.
    - If a group workshop, the booking form must include a space for emergency contacts, relevant health and mental health information, learning and dietary requirements, waivers, etc as per the booking form templates provided in the training.
    - If a 1:1 series, a pre-mentoring chat occurs with the parent, and then with the child to make sure it is the right fit for the child. During these conversations, you are assessing whether the child is in need of further support, looking out for signs of any mental health issues. If the child is struggling with anything (see the duty of care modules for more information on what to look out for and detailed guidelines on when to refer on for more support), then it's important to establish whether they already have a support team in place. If so, mentoring may still be an option. If not, recommendations for more support should be made. It's important that mentoring not be a substitute for therapy and may only be engaged in with students who are well and/or have the support of a therapeutic team who have given the 'OK' for an additional mentoring relationship to begin.
    - During the pre-mentoring phase,
- A pre-mentoring questionnaire would be filled out and an agreement signed by both child and parent

ⓒShine From Within 2024 | www.shinefromwithin.com.au

- The child would then be introduced to how the sessions will work and will be told that everything shared in this space is confidential, except for where the mentor needs to report any harm or suspicion of harm.
- During workshops or sessions, if any instances arise that cause alarm, an incident report should be filled in as soon as possible (template provided in the training) and an assessment as to next steps, such as reporting to parents, reporting to authorities, etc. Please see the duty of care modules for specifics on your duties here.

ⓒShine From Within 2024 | www.shinefromwithin.com.au