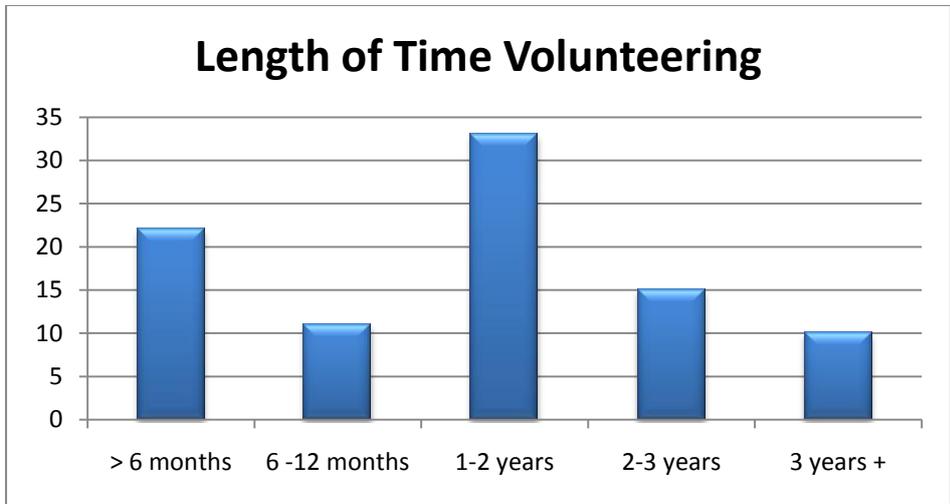
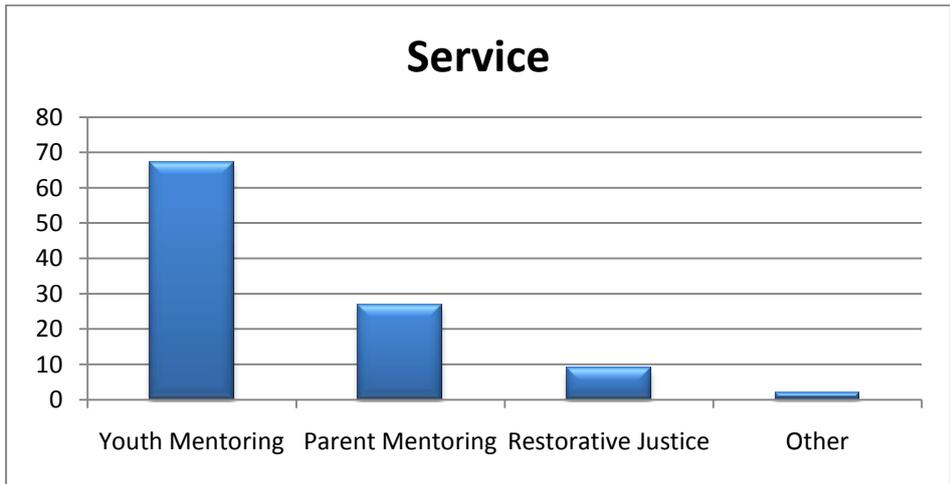
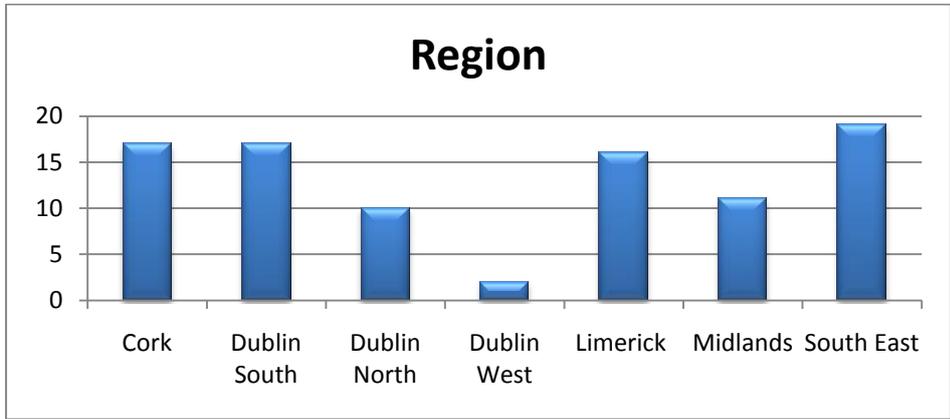
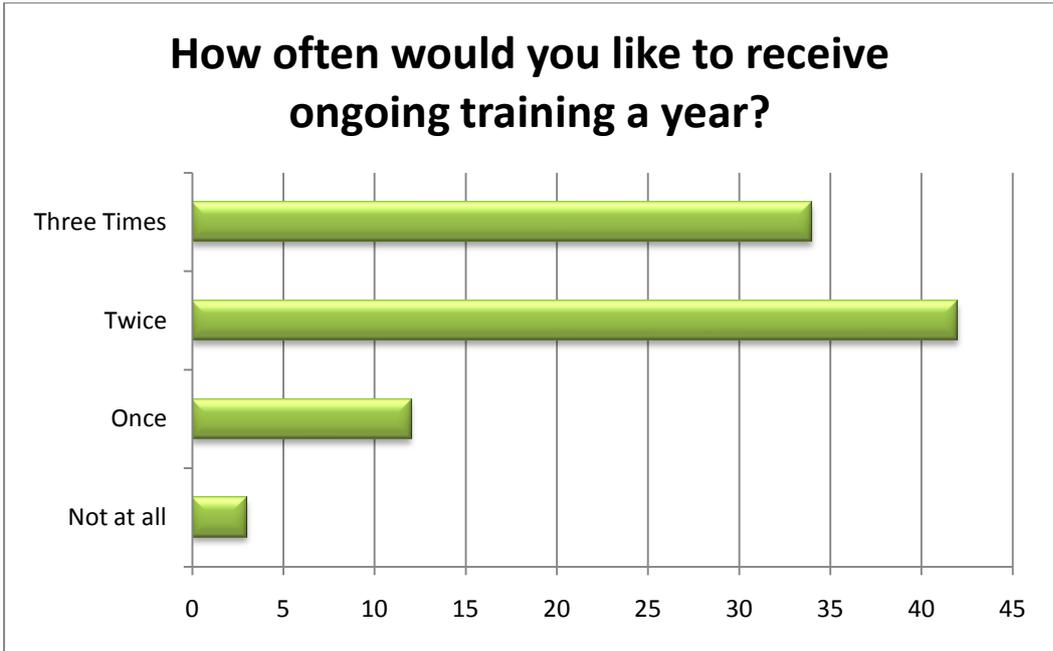
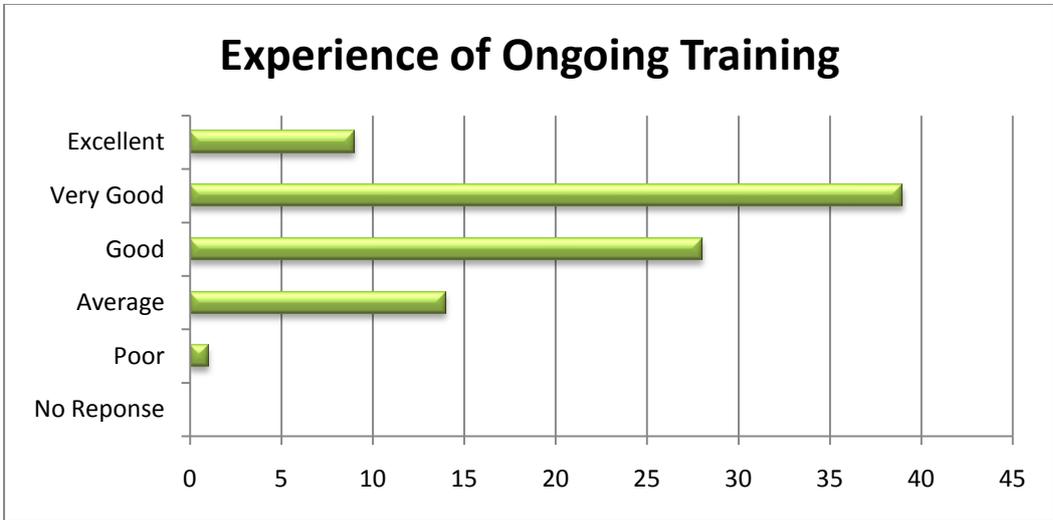
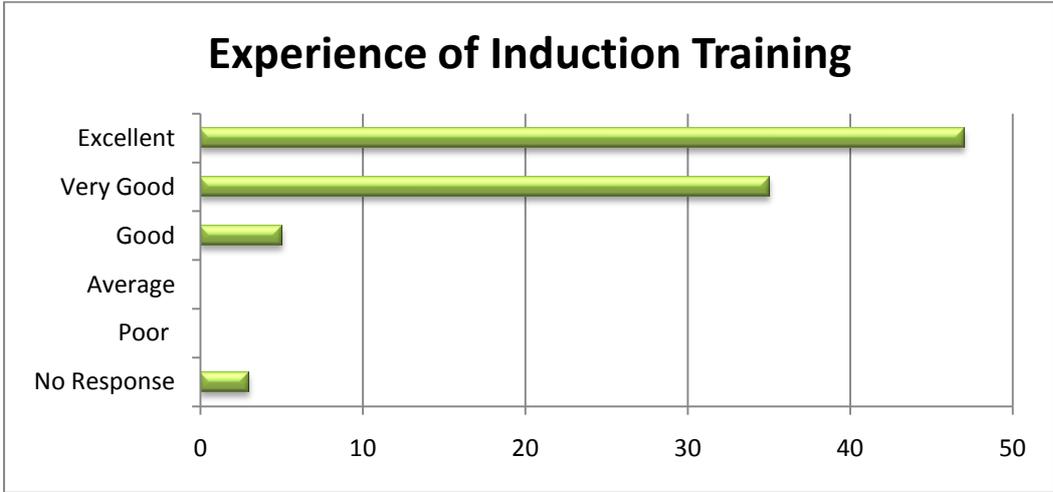


Volunteer Survey Overview

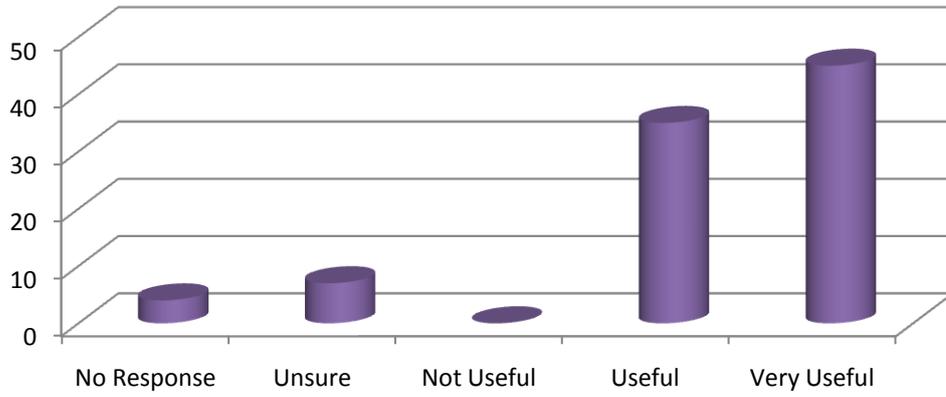
Total Number of Respondents: 91

Profile Information

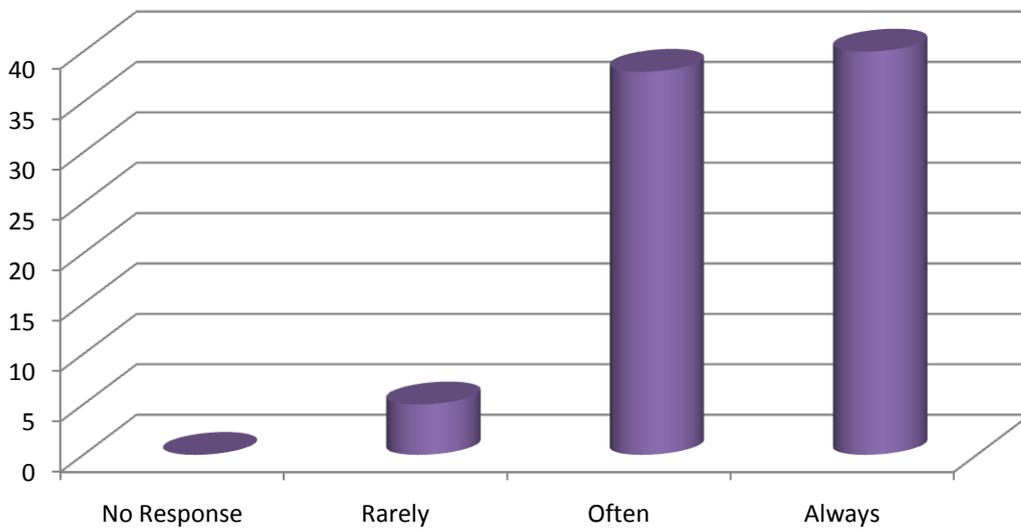




How useful do you find group supervision to your ability to volunteer?

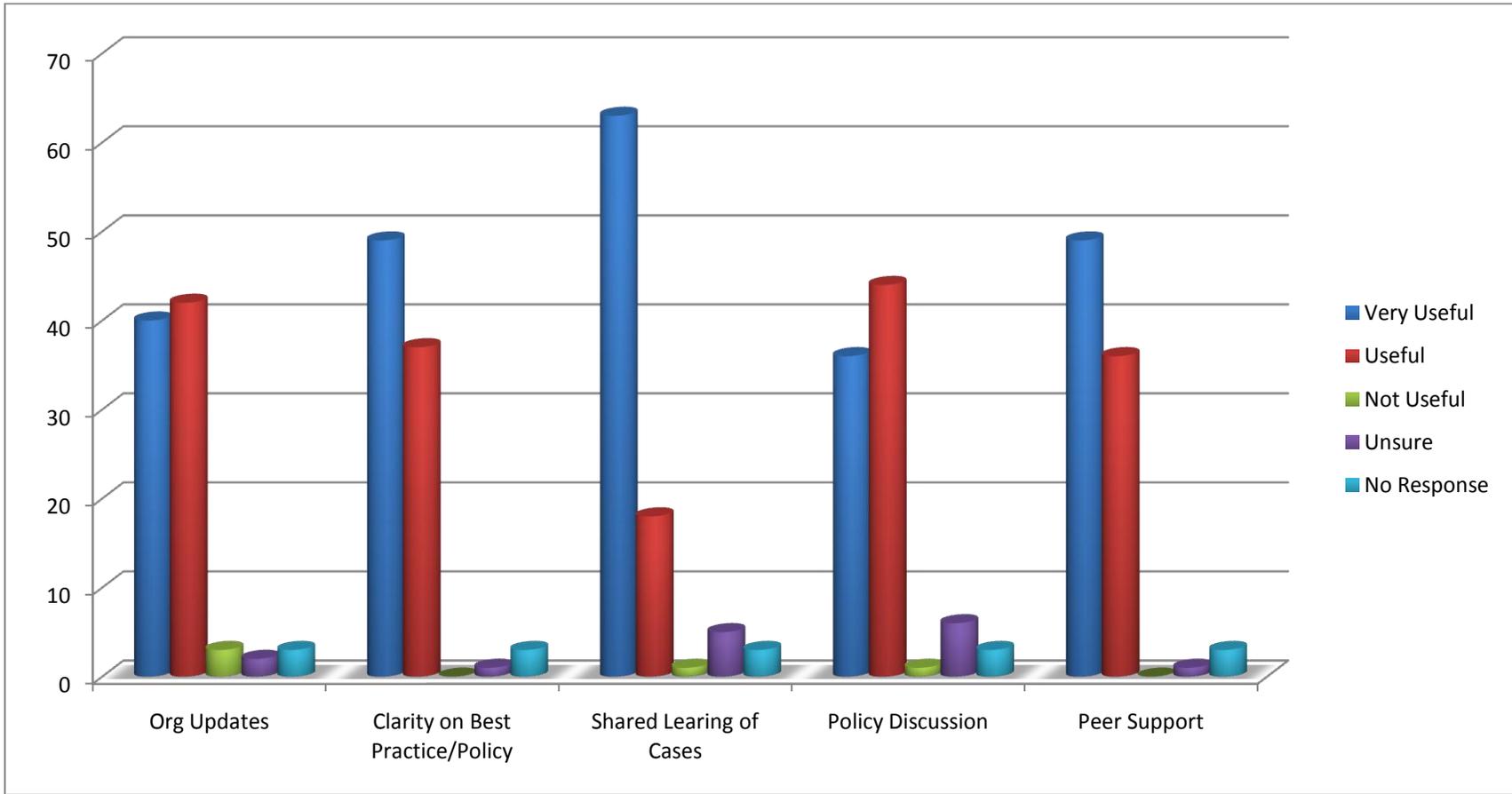


How often do you attend group supervision?



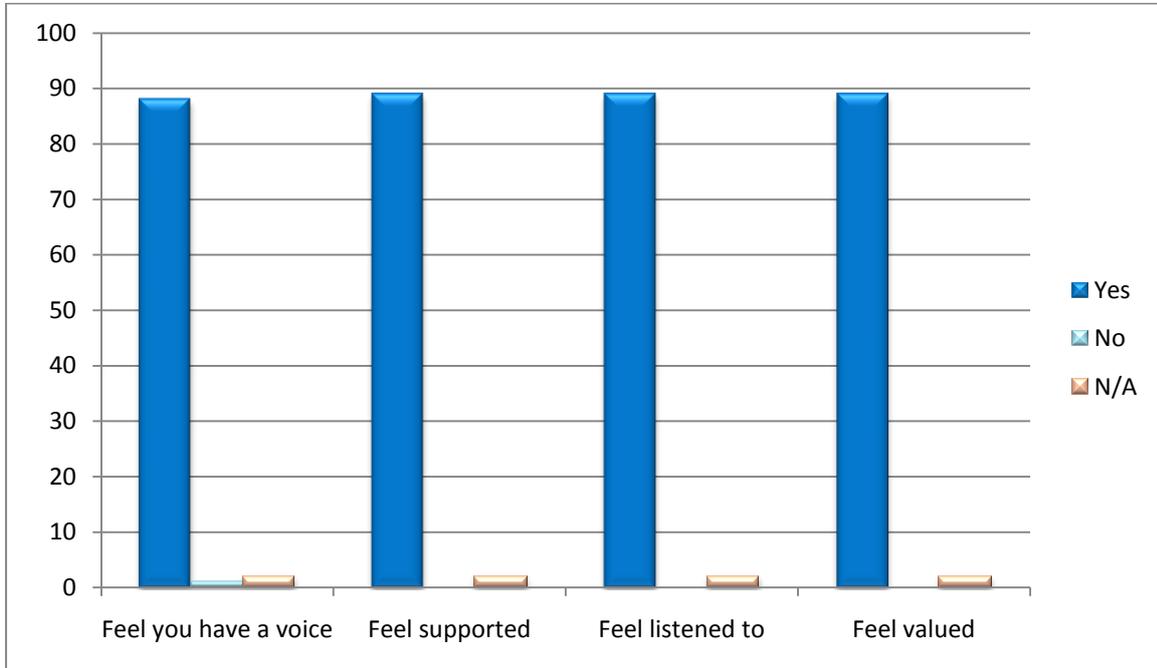


National Volunteer Survey April 2011

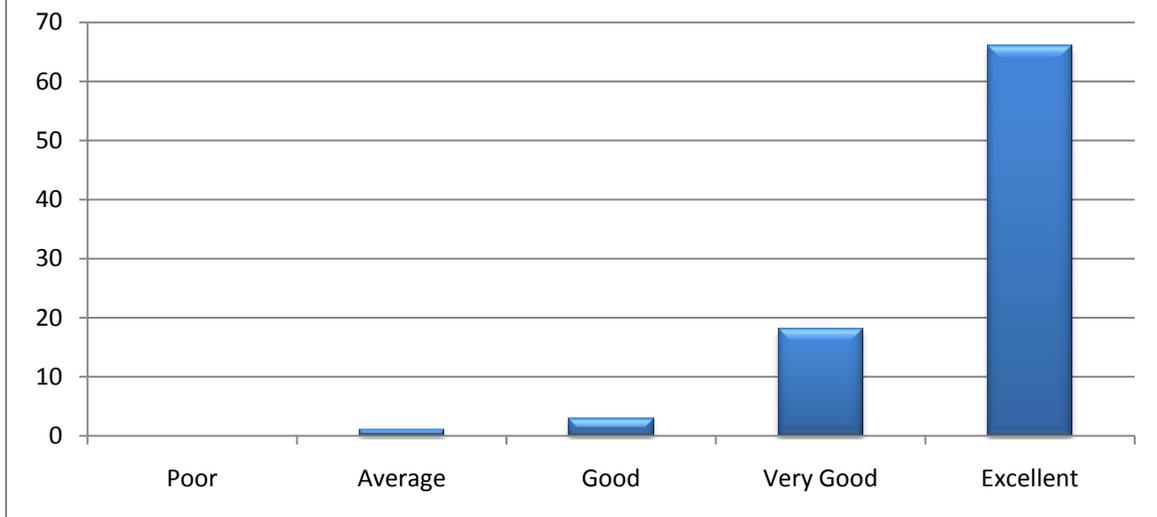


How do you find the following aspects of Group Supervision?

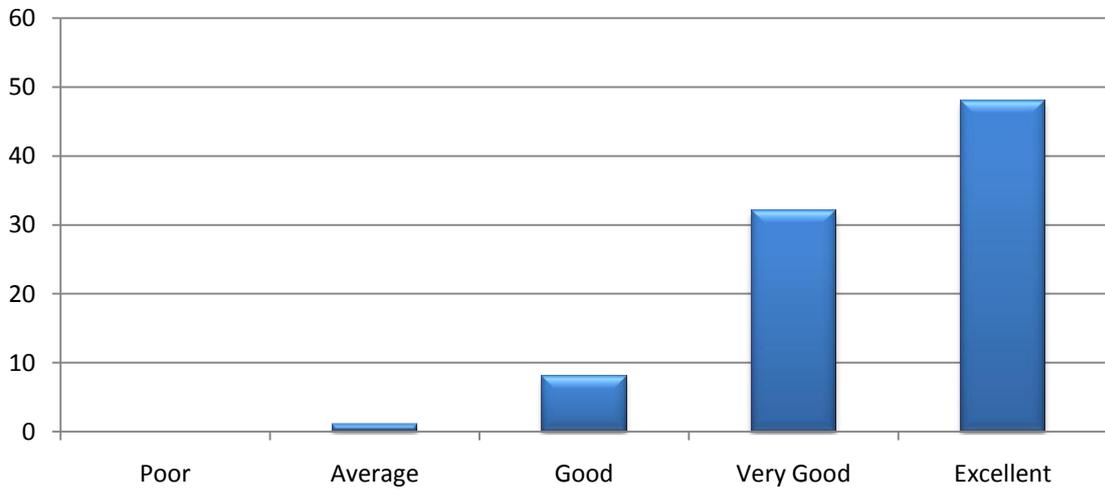
As a volunteer with Le Chéile do you...



Please rate your overall experience of ongoing support from your Co-ordinator



Please rate your overall experience of volunteering with Le Chéile



What is the purpose of Group Supervision?

- To air problems.
To talk out how to handle situations.
To hear how other mentors cope with situations and to learn from them.
- I think it reinforces the ethos as well as the responsibilities and training requirements of Le Chéile and it is very successful in this.
- Catch up, discuss situations.
Give and receive advice.
- Sharing our experiences with the group and discussing the different blockers and helping each other.
- To get advice/ feedback, offer support to others, receive support from other mentors.
Talk about how you are getting on with your mentee.
- To support and listen to other mentors. To share experiences both good and bad. To motivate and encourage mentors.
- Offer support to other mentors, share our experiences with mentors.
- New mentor - unsure yet.
As a new volunteer purpose of group supervision is not quite clear yet.
- The purpose of group supervision is to share ideas, experiences and ways of coping.
It offers support and helps me be a better mentor.
- To discuss any problems or issues you may be having in a safe and confidential space with other mentors (who may be having similar experiences)
- Share experiences. Keep up to date with latest guidelines, policies etc.
- To learn from others.
A private group to share what's going on with how things are going for yourself.
To listen to others.
- To help you with issues you may be having, you can discuss with others and get ideas / help from other mentors who may have had similar experiences.
- To enable mentors to meet and share experiences, receive updates on Le Chéile and have an input into mentoring.
- To discuss, with other mentors, the experience and worries or issues.
It gives me a chance to speak openly about my mentee
- Group supervision enables the volunteers to discuss any ongoing issues and concerns that are arising with their mentees and get other views and solutions.
- Only started in Admin in 2011.
To enable mentors to offload. It is also a good way to relate to other mentors to offer support and advice.
- To keep in touch with the rest of the group and our co-ordinator and to share tips on how is best to deal with situations.
- An opportunity to raise any issues and experiences and to perhaps get some advice from the supervisor or someone who has come across similar issues.
Depending on which mentors attend, the purpose of the supervision can get lost or very one tracked particularly if there is a very vocal mentor there.
- Peer support.
Getting to know other mentors and their perspective.
- To bring forward issues to the group and to gain knowledge of how those issues can be resolved. Also like to bring forward new ideas that work within mentoring.

- To help people to have somebody to talk to.
Support and advice when needed.
- For the mentors to meet and discuss each other's issues and get advice off co-ordinator and fellow mentors.
- For me supervision is a time to talk and share ideas. Give and receive empathy.
- To compare and contrast experience of other mentors.
Social / keep in touch - compare note.
- To make us more self aware of what is going on for us rather than the young person with any issues we may have.
- To hear how other mentors are doing and learn from their experience and to share your experiences so others may enlighten you on how to proceed.
- Sharing information and ongoing training.
Clarity in best practice / policy from co-ordination.
- To listen to other mentors and to try and help them if they have problems with their mentee and also to ask for advice if I am having problems with my mentee.
- To discuss the issues of each individual case and possibly receive feedback to help deal with the issues.
- Peer support.
Debrief.
Problem solving.
Social.
Organisation updates.
- To discuss ongoing policies, to hear other volunteers points of view.
To keep updated with all the goings on of being a volunteer.
- To get feedback on your experiences / issues of your mentor and mentoring.
To be kept aware of what other mentors are experiencing and problems you may encounter.
- (I recently ceased as a mentor)
To act as a support for the mentors.
To discuss possible and real problems/ situations and ways to tackle them.
- Share experiences, express concerns, ask questions, receive updates, make sure everyone is on the same page.
- To allow me to gain guidance and support in my work with Le Chéile.
- Shared learning and a variety of views on issues being discussed.
- To gain feedback and guidance on any issues of concern for volunteers. To exchange experiences of volunteering and to get clarity from supervisor on any issue on volunteering.
- To discuss and assess mentor/mentees relationship in the context of Le Chéile policies, values and ethics.
- To share best practice, discuss and receive updates or policies.
- To meet with fellow mentors and put thoughts and ideas together.
- Reassurance.
Making sure you get the advice you need.
Any problems that you may face, other volunteers may have a different view on it.
- Group supervision helps find out about other mentors experiences.
Feedback from other mentors helps improve your own.
Support and guidance.
- To help keep up to date with what's going on in Le Chéile.
Up to date on any policy changes.
Peer support and discussion ad back up.

Sense of belonging to a wider organisation/ not isolated.

Encouragement and positive feedback.

- To give support to one another as mentors and also advice.
- The purpose of it is to act as a support to mentors and to re-connect with course co-ordinators to discuss problems which may have arisen with mentors.
It's a good chance to meet fellow mentors and share experiences.
- All mentors can come together and discuss their experiences of mentoring in a confidential environment.
- Shared learning/knowledge with fellow mentors.
Opportunity for supervisors to re-cap on points raised during induction.
Discussion on policy.
- Exchange views and experience.
- Gives general support and advice.
Learn from other mentors experiences.
The feedback from [the co-ordinator] and the group allow me to evaluate how we as mentors are doing in the project.
A forum for everyone to express views and feelings.
- To get support from other mentors.
- A chance to learn from other mentors and to pose questions in a safe supportive environment.
- Sharing mentoring experiences, raising questions.
Learning from other mentors.
- To sit with other mentors and listen to how they are getting on and also to get tips as to how they might deal with situations. To allow the supervisor to possibly get a fuller picture of how the mentors are coping with their mentees and at what stage the match is at and where it is going.
- To keep in touch. Meet with other volunteers and share experiences. If in doubt about anything, other volunteers may have the same experience and it makes it easier to know this.
- It's a forum to enable one to gain feedback, support, insight, guidance from peers and supervisor.
- To Support
Listen
a sense of belonging
to deal with any issues that arise through work.
- To improve skills by learning from each other's experience.

What are the most useful aspects of Group Supervision?

- Peer support and shared learning of cases.
- Shared experiences.
- This is my 1st supervision - not yet had match meeting - interested in hearing other peoples experiences.
- Hearing about the experiences of others
- . Learning how others deal with different situations - getting ideas RE mentoring.
- Ref: purpose above!
Specifically to learn from everyone's experiences.
- All of the above.
- For me it is very beneficial , because you can get support from other volunteers, if I think I'm not sure of something they are all there to give me opinions and support.
- Venting
Getting advice
Feeling supported
Getting guidance
- Advice given on activities to keep mentee interested.
Advice given on issues with mentee.
- Meeting everyone.
- Having someone to identify with.
- A way to deal and listen to stories about young people.
- To get feedback from co ordinator and other mentors on getting different perspectives.
- The feeling that I am not alone and that uncertainty is acceptable and also that I have insights that I wouldn't otherwise be aware of.
- The advice and positive feedback that I receive.
- Keeping up to date with supervisor and chatting about how I am getting on.
- To learn from other mentors experiences and to have a support network.
- Hearing how others are getting on with their cases - answering questions for me "Am I the only one experiencing this with my mentee!"
- Support, advice, sharing ideas.
- Well, I am looking forward to finding out :)
- Cannot yet say have only attended one.
- Learning from the other mentors how they work.
Feeling that you're not alone.
Hearing that is a lot of fun and worthwhile.
Expressing yourself and not feeling judged by what you say.
- Support from other mentors, any worries I have about my mentoring can be discussed with other mentors and I can also give feedback to others also.
- The peer support and the chance to unload a bit to people who understand.
Also good to clarify any policies when unusual things happen.
- Group supervision gives you a chance to share what is going on for you in relation to the client.
It offers support and also enables you to use the experiences of the other mentors.
- I have not attended yet.
I cannot really see how I would benefit as I am only an admin worker.
- To keep in touch and ensure you're on the right track, brainstorming and problem solving.

- Sharing experience up to date.
Exchanging info about places to go and activities to do with mentees.
Peer support when a case is not going well.
- Finding out what's happening in the organisation. It is nice to meet the other mentors but one to one case supervision works better for me.
- Listening to other volunteers speaking about their experiences with the mentee is inspiring.
- Reviewing policies and discussing issues you may have with other mentors.
- Knowing that there is someone to listen and advise.
- Keep up with the other mentors experiences.
Chance to stay in touch.
- Makes me more aware of my own bias and judgments, safe place to discuss any issues to do with YPM.
- Support from other mentors and organisation.
- Ongoing learning, support and mentors sharing their experiences helped me gain more confidence in myself.
- Support and help from all at the meeting.
- I feel it is a chance to catch up with other mentors and to see how they are getting on with their mentees. Also gives you an option to discuss cases and receive feedback.
- All of the above.
- All of the above.
- To be assured of your decisions / actions while mentoring and getting an understanding of issues that affect young people.
- Peer support.
- Shared learning of cases.
- Shared learning of cases so I can see that I might not be on my own if I'm finding the work difficult or challenging.
- Learning from experiences of other volunteers.
Support and advice.
Direction.
- To clear up any uncertainties I ma have.
Also for support from fellow volunteers.
- Objective reviews of my current mentee relationship.
Suggestions for different approaches.
Affirmation.
Shared learning from other mentor cases.
- Discussion of cases and sharing best practice.
- Meeting and sharing ideas, see how other mentors are getting on with their mentees, to learn better practice.
- Makes you feel like the efforts you make are worthwhile.
It's great to be part of a team.
- Being able to discuss with other mentors re: policy and experiences.
- As this is only my second mentee supervision it is a good sounding board. I would feel very isolated if we didn't meet up. If things are not moving forward others may have experience or suggestions to share.
- Haven't been matched yet, but go along anyway to listen to others experiences.

- For me the most beneficial elements is meeting the course co-ordinator, as sometimes texting can be impersonal and it's good to meet face to face to discuss issues.
I also like hearing other mentors experiences and hearing how they overcame problems.
- I can share my experience, whether it be good or bad and also obtain information and ideas on activities and places of interest.
- Unsure as I have only been to one.
- All of answers to Q7 plus re-assure us that we are valued and acknowledged.
- The support I get.
Helpful ideas of others.
Removes feeling isolated.
So brilliant.
- See Q7.
- Opportunity to learn from others.
- Learning from other mentors.
- To be with people who are of the same mindset and that they understand what you are talking about in terms of incidents or situations that arise with your mentee.
- Knowing that there is a group and place to meet. That you are not left thinking you are on your own, as mentoring is done on a one to one and that can be isolating.
- That you are not alone also helps to develop your work performance.
- Meeting the group and keeping in touch.
- Meeting up with peer group.
Feeling that I am valued.
- Learning from each other's experience.
If issues arose during a meeting it is useful to discuss this in group.
- Peer support.
Professional guidance.
- The encouragement I receive - it helps alleviate any concerns I may have. It's good to listen to the other group members and of course to share.
- Receiving support from others and learning from more experienced mentors.
- Meeting other volunteers and getting ideas.
Feel linked in.
- Feedback from the group, update on policies and clarity on existing policies, looking for identifying matters to make cases easier to discuss.
- That it allows for discussion on the topics above. Also the opportunity to clarify any issues that may be the cause of concern. Also knowing that others may be encountering similar situations - greatest element of group supervision knows that there's constant support given.
- To listen to professional staff and receive guidance and support.
To hear from experienced volunteers.
To learn how other volunteers manage similar situations.
- Discussing other cases and learning from others experiences.
- Shared learning of cases and organisational updates
- In order for me: 1 Policy Discussion, 2. Shared learning of cases, 3. Peer Support, 4. Clarity on best practice, 5. Organisation updates.
- Support group to help with issues arising meeting other mentors and hearing experiences
- I like hearing other people's views and thoughts on my mentoring experiences. It can be very beneficial to me to give me new ideas to move on in a new direction, when the way I have been using seems to be at a standstill.

- The most beneficial aspects of group supervision for me are ongoing support, updating of policies and areas for improvement and ongoing training, learning from others, acknowledgement and feeling that I make a difference in my mentee's development.
- Ideas from other mentors about difficulties I'm having.
- As per Question 7.
- The opportunity to share mentoring issues with the group is of immense importance.

What are the least beneficial aspects of Group Supervision?

- Service updates
- When you are not matched.
It can be slightly academic.
- There are no parts of supervision that I do not feel are beneficial.
- Can't think of any.
- Can take a long time, can be very long winded and if case is slightly different to yours it might not be relevant.
Perhaps a themed night would be better e.g. just teenager support together.
- Coordinator present at all times.
No opportunity for frank discussions between mentors.
- I think we could have group supervision once every two months.
- I feel that all aspects of group supervision are useful.
- Parking on street.
- Support, advice, require contact with other mentors.
- Again it is too early to say.
- If we start to go off the subject then we can waste time but [the co-ordinator] is on the ball when we do this and quickly points us back in the right direction.
- Unfortunately I haven't met other mentors whose situation is similar to mine, but I think this will improve as more volunteers come on board.
- Can't think of any.
- As before having a dominant speaker or someone who is very focused on one aspect of a case rather than the whole picture.
There have been a few group supervisions that I felt like walking out of as I felt the discussions had been sidetracked and I couldn't understand why the supervisor was letting it happen.
- It has all been beneficial.
Everything about group supervision is important.
- It could be very long - maybe it could be more concise and shorter.
A lot of people are coming after work and it can be a long day then.
- Those present are not mentoring and therefore have little to add.
- Sandwiches.
- Can be long and repetitive.
- I think it's all beneficial; I don't have any negative thoughts on group supervision.
- Mentors are sometimes allowed to ramble on about their mentoring and the group loses interest.
Mentors should be given a set time to deal with their mentor.

- Time spent at sessions and getting to and from them.
- I feel everything that happens in supervision is useful and beneficial.
- If a mentor is not matched, the group discussion may not seem relevant.
- Traveling to location, finding time.
- I don't see anything negative at all about supervision. There have been times (winter) when I didn't feel like going but I always came away with something positive and we have a bit of fun as well.
- I feel it's least beneficial when only a few people turn up.
The more people that turn up the more interesting the discussion will be.
- Its timing. Personally I would prefer a time lot in the evening but that's just me suiting me!!
- None.
- I can't think of any.
- Only if I do not engage within the session, therefore ill not gain the benefit.
- I do not find any aspect helpful.
I see it as a sounding board for other issues that come up from time to time.
- Sometimes people talk for too long, going over the same point repeatedly.
Sometimes there have been only little developments since the last supervision.
- Finding time - life can be hectic sometimes getting to [the venue] for 6.30 can be difficult with traffic or getting finished with other days work in time.
- Sometimes it is too long.
Would be great if it lasted 1 hour and a half.
- If I had an issue it would be attendance. That how importantly I view supervision. The structure of supervisions is also important to insure that if a mentor brings an issue that the issue is dealt with, with clarity that may not be happening.
- There's no aspect I would find negative. I find it most helpful.
- Sometimes people cancel last minute and only I and one other person are there. Very unfair on [the co-ordinator] when she goes to so much effort.
- Beneficial always, always learn something new.
- I enjoy all aspects of supervision
- The least beneficial aspects of group supervision for me were the loss of a Wednesday night as an optional night for supervision.
- I'm sorry but I can't think of any aspect that merits a less than positive comment

Addition Comments about Volunteering with Le Chéile?

- Excellent support and training, great project to volunteer for. Lovely recognition, would recommend it to anyone.
- I have volunteered with a number of organisations in the past and I feel that Le Chéile is far better than any of the others in terms of the training and support that the volunteers receive. I feel very valued as a volunteer with Le Chéile.
- Le Chéile is an excellent project and one I thoroughly enjoy volunteering with :)
- I feel I cannot complete the survey entirely as I only mentored twice and then due to work commitments have stopped for the year since September. But my dealing over the last year were brilliant and the support was great and I never felt alone.
- More training about dealing with young people, informal advice, dealing with disclosures, dealing with issues around self harm, drug and alcohol misuse, racism.
- Support from co ordinator is exceptional. I would just like to take this opportunity to thank Le Chéile, particularly with [*the Coordinator*] for all the support I have received throughout the last year.
- Support is very good. Maybe more info on individual cases would be good.
- I think the training is to a high standard.
- I find it disappointing that so many volunteers remain unmatched due to lack of engagement by the judiciary. Perhaps Le Chéile needs to develop relationships in the political and judicial spheres in order to change this ongoing problem.
- I feel that sometimes there are times when I haven't had all the info on my mentee that would best help me. Perhaps by working more closely with different organisations it would help receive more info on clients early on.
- Do more things online. (Expense forms) surveys etc. Payment in the bank.
- Training has been a great experience and look forward to mentoring.
- Will be able to give more feedback once I've done a bit more time with the project.
- It is an honour to be a volunteer with Le Chéile :)
- Expenses take a long time to be processed. This makes it difficult as this is taking about 3 weeks and this me hard to budget for.
- I believe that the support that I receive from my co-ordinator makes the whole experience as a mentor possible. Also the on-going training and learning makes me feel that I am getting as much in return for the support I give as a mentor.
- Need to get younger mentees. 17/18 year olds are past our assistance, they play the system and there is no benefit to both parties.
- I believe Le Chéile provide excellent training and the little follow up touches like birthday cards, Christmas gifts are deeply appreciated.
- Grateful for the opportunity, and mind was put to rest with any concerns I had previous due to training. Thanks Again!!
- Trainings and supervisions were also helpful outside of mentoring as they could help inn other aspects in life, such as work and relationships.
- Very happy I joined and continued with the project despite first and second match that didn't go very well.

My third match is very successful.

Overall experience with Le Chéile - Amazing.

- My experience with Le Chéile has been very rewarding. I have personally gained a lot and I hope the mentees have as well.
[The Co-ordinator] has been incredible, always ready to listen and encourage. She is very supportive and helpful should the need arise. There is never a sense of "going it alone".
Thanks for the privilege of being a part of Le Chéile.
- I'm really enjoying mentoring. Sometimes I find it hard to get through to my course co-ordinator's, e.g if I call and there's no answer, I rarely get a return call back. I understand they have a busy workload, but that's my only complaint. But overall I feel valued as a mentor and thoroughly enjoy the whole experience.
- I enjoy the mentoring with young persons.
I feel I have contributed something to society and my confidence has also grown.
- My only comment is having jelled so well with my original group - it is a little bit difficult to merge with the newer groups as my original group mostly have moved on.
Just a little thing - wonder if others feel the same.
- The opportunity to take part in training is excellent and the token of thanks are very welcome.
Great recognition for volunteers.
- I think Le Chéile may have to look at attendance for supervision and training by volunteers.
We may well only be volunteers but the importance of supervision or an ongoing training is important. This might be introduced at interview level for new volunteers.
- Would like to have a copy of notes available from training sessions on the night, as it allows for personal notes on the topics being discussed. It would also be a benefit if a training programme calendar was made available in advance, therefore allowing volunteers to choose to partake in these training programmes.
- Would like to hear presentation on Restorative Justice, interested in concept.
- Just how much I enjoy and love being part of such a good group.
- I really enjoy the training you are giving in 'Le Chéile'. I enjoy meeting other mentors and hearing of their experience. There are times I feel I am getting nowhere with my mentee and I get frustrated, it is times like this that I find the supervision invaluable, as you find you are not alone that others are often feeling the same.
- I feel that it would be good to continue with training that helps to improve with things like our own parenting and mentoring skills. It would be good if we could invite somebody who has good knowledge, experience and authority on mentoring to Ireland for a seminar. One person whose books I have found to be personally helpful on personal development and the importance of mentoring is Richard Rohr.
- My experience is great so far, just haven't been matched yet which is unfortunate. Had a match at beginning but broke down after first meeting, no match since. Have completed Strengthening Families training though in the interim and loved the experience.
- I have volunteered with several agencies. My experience with Le Chéile was far superior to the rest. There was always unconditional support and respect and fantastic opportunities to develop skills through experience and ongoing training.
- My co-ordinator is worth her weight in gold. She is a great listener and a great sharer of ideas. I would welcome the opportunity to contribute more to Le Chéile.