



Training For Life, One Step At A Time

SRO Lead Volunteer and Student Support Volunteer Mentor Model

For the 2009-2010 running season, SRO will be revising two roles within the organization. The goal of both roles is to increase the cohesiveness of volunteers and students with each other so that the core values within SRO are maintained and supported. We are hoping that deeper adult to student relationships will increase the overall retention of students, the attendance rates at training sessions, and satisfaction and fun for everyone. Your time commitment as a volunteer remains virtually the same, but now you can more carefully target your efforts, and through this we can collectively benefit from improved connections and streamlined communications!

Student Support Volunteer: An adult SRO volunteer who provides extra support and guidance to a small group of SRO students.

Lead Volunteer: A veteran SRO volunteer who is willing to assist other volunteers to get oriented to the organization and help them succeed throughout the season.

What does a Student Support Volunteer do?

A Student Support Volunteer can be any volunteer (new or seasoned) who will focus his/her running and mentoring efforts toward supporting 2-3 selected students.

As a Student Support Volunteer, you will need to:

- Develop relationships with 2-3 specific students. Your relationships will help them enjoy the program, believe in themselves, stay in the program, motivate them to attend training sessions and succeed in their goal of completing the marathon.
- Communicate with these students in person at Saturday runs, and during the week either by phone calls, text messages or emails.
- Remind these students of important SRO deadlines and events.
- Communicate to your Lead Volunteer, students and Steve Roberts (Volunteer Coordinator) if you won't be at a run.
- Address any concerns you have about the students' attendance, attitudes, and challenges and communicate that information to the appropriate SRO staff or Lead Volunteer.
- Encourage students to interact with each other and the volunteers during runs, stretches, and post-run fun events. Additionally, encourage students to chat with students from other schools.
- Be available to answer students' questions about SRO. However, if you don't know the answer to something, don't guess; just ask a SRO staff member.
- Be a consistent and positive role model. Be a cheerleader, a listener, an adult friend, and an embodiment of "I believe in you."
- Maintain high expectations for our students. They are fully capable of completing the marathon and growing because of the experience. Hold them to their potential and show them, through your words and actions, that you expect nothing less.
- Be physically and mentally prepared to run the marathon if you choose to do so.



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What does a Lead Volunteer do?

A Lead Volunteer can be any adult SRO volunteer who has been involved with SRO consistently for at least one season (preferably two seasons) & and has experienced at least one marathon with SRO, and who would like to use his/her knowledge and experience to help provide orientation and guidance to small group of Student Support Volunteers.

As a Lead Volunteer, you will need to:

- Check in weekly with your assigned volunteers via email or phone to keep them engaged in the program. Discuss the weekly email that will be sent out regarding the focus of the weekend run.
- Communicate to your volunteers and Steve Roberts if you won't be at a run.
- Talk with your Student Support Volunteers about the vision and mission of SRO and discuss the importance of doing this work for our students.
- Answer volunteers' questions regarding SRO's objectives and answer questions about the volunteer contract. Again, if you don't know the answer, ask the Volunteer Coordinator.
- Remind your volunteers to check the website to review the SRO mission statement, student contracts, volunteer mentor model descriptions / tips, etc. as well as regularly check for upcoming events, enjoy photos, and receive valuable information about the weekend runs.
- Help to build a stronger community among volunteers. Reach out to your volunteers, as well as others, and let them know you are there for them and are eager to see them each week.
- Be available to connect with volunteers to make them feel welcome and settled in our program.
- Connect with volunteers by participating in warm-up runs and stretches.
- Push volunteers to interact with students using some of the tools and techniques provided by the SRO staff.
- Check-in with your volunteers about his/her student partners. Pass any issues that may come up to the appropriate SRO staff.
- Share your own stories and lessons learned about how to connect with and encourage students.
- Encourage volunteers' participation in traditionally understaffed activities, such as working waterstops, running during the holiday season and long training runs, and chaperoning community service or field trips.
- Encourage volunteers to engage in SRO beyond running. Help volunteers identify skills that may service the program such as fundraising, newsletter, personal relations, interest in sharing work experience with students, internships and job opportunities, etc. Make sure to inform the Volunteer Coordinator of such skills.
- If issues or concerns come up, communicate those. It is not up to you to solve everything yourself or take it all on. See the SRO staff chart for guidance about whom you should talk with.



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Both Volunteer Support roles will help to facilitate communication and speed up access to the appropriate resources and staff. Carefully review the SRO staff chart for more guidance about whom you should speak with about the multitude of issues that may arise during the course of the season.

Additional Information and Tips for Volunteers to Share:

Tips for checking on students when they arrive at runs:

1. Talk with students. Do introductions, find out what school they attend, ask them about their lives.
2. Ask them if they had breakfast before the run? What did they eat? Discuss proper nutrition.
3. Check to see if their shoes are appropriate. Talk with them about it if needed.
4. Ask them how they are feeling physically. Any injury or illness?
5. Ask them about their week. How did it go? Anything interesting happen? Talk to them about their grades and their classes.

Running Tips/Weekend Runs:

1. Volunteers should refrain from running with their Volunteer friends; remember that your focus should be to run with the students.
2. Students often start too fast, especially boys who get competitive. None of the students have the base of most experienced runners who can run faster than 8min/mile pace. If students start too fast, they will inevitably fatigue too quickly and risk injury. Pay attention to this, discuss it with students, and slow down the pace, if needed, as you run with students. You are doing them a favor in the long run.
3. Students should run at their own pace and not at the paces of their friends, which may be substantially different from their own. Remind them that there will be time to hang out after the run.
4. Volunteers should find students who have a pace compatible to their own pace. If a student is too fast, wait for the next student. Communicate with another SRO volunteer if the student who is too fast is running alone so someone can catch up with and run with them. Always ask a volunteer who is on a bicycle if there are students running behind you so you can run with them.
5. If the pace of a student is too slow, do not leave a student behind unless you have checked with a Volunteer cyclist that another group of students/volunteers is not far away.
6. It is OK to leave a group of students and find another group.
7. Volunteers may be asked by the Bike Volunteer to run with another student/group of students as needed.

Above All, Help Build Trust in the Training Program! Often newer volunteers and students question the training schedule. As a Lead Volunteer, help explain that the program is based on a marathon training program, but has been adjusted to the needs of the students and that it does work! We have to take into consideration that most of the students have never run before, will miss runs over the breaks, and that we will need to re-evaluate our training program as the season progresses. Remind volunteers and students that SRO has an over 98% success rate at the marathon. We have trained over 250 students, of all shapes, sizes, and abilities, to complete the marathon.



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SRO Staff Chart

Please refer to the chart for guidance about whom to speak with should issues arise with students and/or volunteers. Even if you don't immediately see the need, it is vital that you communicate issues with the necessary folks so that we can better support and meet the needs of our students. It is always better to share more information than you might think necessary.

Who To Contact	For concerns/issues about . . .	Contact Information <i>Please store #'s in your phone</i>
Students	<ul style="list-style-type: none"> • Important SRO deadline and events • Develop relationships with students to help them enjoy the program, believe in themselves, stay in the program, attend training sessions and succeed in their goal of completing the marathon. 	Get the contact information of your assigned students and contact them via phone, text or email
Lead Volunteer <i>Main support person for their volunteer group. Communicates with Volunteer Coordinator about issues that arise with volunteers.</i>	<ul style="list-style-type: none"> • The SRO Program itself • If you can't make it to a run that you're supposed to attend • Your wanting to share stories and talk about students • Ways to encourage and connect with students 	Get the phone number of your Lead Volunteer and make sure to store it
Volunteer Coordinator - Steve Roberts Communicates relevant information to Volunteer Group	<ul style="list-style-type: none"> • Questions and inquiries about the calendar (runs, events, etc.) • You want to discuss the week's focus (pacing, breathing, etc.) • Share feedback from the volunteer group or individually • Other volunteering opportunities 	925-381-2439 srovolunteers@comcast.net
Weekend Captain - Alita Sanchez <i>Leader/Main point person during weekend runs. All instructions on the weekend runs will be communicated via Alita.</i>	<ul style="list-style-type: none"> • Immediate concerns/issues if a Student is injured or hurt • Immediate concerns/issues if a Student is a threat to themselves, other students, or adults 	510-414-1628 alitasanchez@sbcglobal.net
Student Liaison - Amy Singharatsavong <i>Main advocate for the student. Monitors grades, tutoring, academic progress, college and program outreach, communication with teachers, families, and other adults, training, attendance, and overall engagement in school and program. Also downloads information to the Volunteer Coordinator and other Volunteers</i>	Personal issues: <ul style="list-style-type: none"> • A student's grades have dropped • A student is struggling in a class • A student has issues/drama with friends/boyfriends/ girlfriends • Family issues/problems • Suspected drug/alcohol use • Student has no where to live (kicked out, ran away) 	510-229-2342 sroamys@gmail.com
Executive Director - Spencer Hooper <i>Oversees and directs all aspects of the program</i>	<ul style="list-style-type: none"> • Larger concerns/issues that arise about the overall SRO program. 	510-551-5948 Spencerhooper@comcast.net
Administrator - Heidi Emmel	<ul style="list-style-type: none"> • For any administrative concerns/issues regarding SRO. 	510-557-7170 heidiemmel@comcast.net