VOLUNTEER (POSITION) DESCRIPTION
MENTOR/TRUSTED ADVISOR

Overview
Innovation Works (IW) seeks to teach entrepreneurs how to build and own successful social enterprises that create sustainable neighborhood economies by adapting the model used by the Miller Center for Social Entrepreneurship at Santa Clara University for use in Baltimore City. The Mentor/Trusted Advisor represents Innovation Work’s key accompaniment and support resource for the entrepreneurs participating in IW’s various programs. The Mentor brings strong business and management skills while respecting and promoting IW’s values and vision, particularly Ignatian values. Mentors work closely with entrepreneurs to strengthen their capacity and advance their social impact and business objectives. They must be highly flexible in that they are responsive to the unique needs and opportunities that present themselves as they participate in IW programs.

Roles and Responsibilities
Mentors/Trusted Advisors are broadly skilled and experienced executives and founders and will engage in various roles aligned with the multiple programs and varying needs of Innovation Works. They are assumed to have the capacity to, and may engage in, any and all of these roles, but are assigned based on specific skill, experience, and capability, as well as the particular needs of participating enterprises.

As an Enterprise Advisor, commit to a long-term relationship with a specific social enterprise
- Build a strong working relationship with the “matched” Baltimore community entrepreneur
- Provide guidance on enterprise strategy
- Listen to and support entrepreneur in tackling key challenges of the enterprise
- Provide support to an entrepreneur in utilizing and completing any program curriculum or materials
- Spend an average of 2 to 3 hours per week in consultation with the social enterprise, through the structured program and beyond. While each mentor/entrepreneur relationship will differ, the mentor may continue to work with and support the entrepreneur for as much as 5 years.

As a Domain Advisor, provide unique technical support to multiple social enterprises in Advisors’ area of special expertise
- Provide special technical expertise in areas such as technology, supply chain, pricing, finance, or marketing, based on education and/or executive experience
- Suggest appropriate resources and provide support to entrepreneurs in utilizing and completing any program curriculum or materials
- Assist enterprise in strengthening capacity in technical areas
Maintain flexibility as to time commitment, which is project-based and time-limited per enterprise. Advice could range from 1 meeting to a several month project with multiple engagements.

As an IGNITE by IW Advisor, support the Innovation Works neighborhood ignite network by providing content, idea generation and advice at the community hub level.

- Role is similar to a domain advisor but provides expert advice in the community.
- Support people coming together to consider and develop an enterprise solution “idea”.
- Commitment is based on demand from community members.

As a Boost Advisor, actively participate in IW Boost sessions to optimize the success of the 3-day program.

- Be fully present for the entire 3-day Boost session.
- Bring the Boost curriculum to life by coaching entrepreneurs through their unique enterprise challenges with the curriculum.
- Provide insight to the Boost materials by sharing real-life stories and experiences.
- Assist entrepreneurs in recognizing how the curriculum applies to their enterprise.
- Help solve any questions, challenges or problems in applying the curriculum.
- Provide particular coaching and support to 2-3 enterprises.

In addition to these roles, other opportunities for mentoring may arise. These opportunities will be shared with the Mentoring Network.

**Experience and Skills Required**

Innovation Works selects mentors who, through their education, background, and experience have knowledge of the fundamentals of business planning and the challenges of executing on those plans. They also share in IW’s mission to reduce Baltimore’s neighborhood and racial wealth divide. Mentors are selected for their business acumen as well as their attitudes and values and are deeply committed to IW’s vision to accelerate entrepreneurship to reduce economic, social and income equity challenges of Baltimore City. IW programs offer a platform for mentors to engage with impactful, transformative programs in Baltimore City.

Business experience of Mentors should include:

- Executive leadership in successful, dynamic enterprises, either for-profit or non-profit. This can include tech, manufacturing, banking and finance, healthcare, communications, service or social enterprise.
- Skill and experience in strategic, financial and business planning.
- Experience in setting, monitoring and reporting organizational objectives and outcomes.
- Experience in entrepreneurial projects and activities.
- Developing partnerships and collaborating with other organizations.
- Skill in human resource/talent acquisition, development, retention, coaching and mentoring.
- Well-developed technical capabilities in at least one functional area of management is a plus (finance, marketing, human resources, technology, etc.)
Corporate engagement in community development, social outreach

**Social and Behavioral Competencies**
Innovation Works selects mentors carefully, based not only on their business acumen but also on their empathy and values. In addition to strong business and operational experience, mentors must have the interpersonal skills to interact and empathize with individuals with various life experiences, and possibly operating in resource-strained environments. To be successful, Mentors/Trusted Advisors, must reflect behaviors and attitudes that are fully aligned with the mission and values of Innovation Works and must respect the lived experiences of community members.

**Mentor Support**
Mentors will receive support in executing their roles and accomplishing their objectives from the following resources:
- Curriculum and program materials from Innovation Works and Miller Center
- Mentor Network Leader
- Mentor Network Members
- Innovation Works Staff and Board
- Other Innovation Works Volunteers
- IW Partner and Collaborator Organizations
- Miller Center Mentor Network

For more information, please contact Innovation Works at info@iwbmore.org.