



TENT



ORAM
Organization for Refuge,
Asylum & Migration

How to Mentor LGBTQ Asylum Seekers and Refugees in the UK



Contents

1

**LGBTQ REFUGEE
CONTEXT IN
THE UK**

2

**MENTORSHIP
PROGRAMME
CURRICULUM**

3

**TIPS FOR
MENTORING
LGBTQ REFUGEES**

4

**SAFEGUARDING
POLICIES AND
DATA PROTECTION**

5

**CONVERSATION
WITH A MENTEE**

6

**NEXT STEPS
AND Q&A**

Who is a refugee?

Refugee

A refugee is an individual who has been forced to flee their country because of a well-founded fear of persecution or violence.

Asylum Seeker

An asylum seeker is an individual who has left their country of origin and has formally applied for asylum in another country but is waiting for a determination.

Economic Migrant

An economic migrant is someone who deliberately chooses to move to improve their life elsewhere.

The UK hosts thousands of LGBTQ refugees

Many fled persecution related to their LGBTQ identity in countries like Uganda, Honduras, and Iran

Others fled conflicts in countries like Ukraine, Syria and Venezuela but face additional challenges as LGBTQ individuals



LGBTQ refugees face challenges obtaining jobs

NGOs focused on supporting LGBTQ refugees and asylum seekers are mainly focused on legal rights, not job placement

Traditional refugee-focused NGOs typically do not have specific programming for LGBTQ refugees, who may face additional barriers

We believe mentorship by LGBTQ employees and allies at companies is the most effective way for companies to help LGBTQ refugees integrate economically into their new host countries

Close to 50 companies in the mentorship programme are on track to mentor more than 2,000 LGBTQ refugees in North America and the UK

accenture



BAIN & COMPANY

Biogen

BMO

Chobani



citi

COSTA COFFEE

ENBRIDGE Fueling Futures

FINASTRA



Hilton



HURON

IBM

innocent

Ipsos

Jacobs

JPMORGAN CHASE & Co.

KPMG

Linklaters

Medtronic



NOMURA

NOVARTIS

PayPal

Pfizer

pwc

Santander

SAP

Scotiabank

SONY

Sun Life

TD



Unilever

Contents

1

LGBTQ REFUGEE
CONTEXT IN
THE UK

2

MENTORSHIP
PROGRAMME
CURRICULUM

3

TIPS FOR
MENTORING
LGBTQ REFUGEES

4

SAFEGUARDING
POLICIES AND
DATA PROTECTION

5

CONVERSATION
WITH A MENTEE

6

NEXT STEPS
AND Q&A

The mentorship will last for **six months**, and mentors are asked to meet with their mentees for at **least 4 times** to support their professional development

Career Goals

Align on goals and expectations for the mentorship and **develop concrete steps for building a career in the UK**

CV & cover letter

Understand the purpose of a CV and cover letter and **develop a working draft of a cover letter and CV** that is tailored to the UK job market

Interviews

Review interview fundamentals and skills, roleplay a mock interview and **develop responses for commonly asked questions**

Networking

Understand the role of networking and practice networking skills; **discuss networking events and approaches** that could be useful for LGBTQ job seekers

Guide on 'How Companies Can Mentor LGBTQ Refugees'

- ▲ Tent, Stonewall, Micro Rainbow and ORAM have developed a guide for companies that provides them with the building blocks to develop and run a mentorship programme for LGBTQ refugees
- ▲ The guide includes a curriculum for this mentorship programme and can be found on Tent's <https://www.tent.org/resources/how-companies-can-mentor-lgbtq-refugees-in-the-uk/>



Session 1: Career Planning (p. 53-55)



1

Get to know your mentee

2

Develop concrete steps for their career trajectories

3

Establish goals and expectations for mentorship

Session 2: CVs and cover letters (p. 56-58)



1

Explain a CV's purpose and function

2

Explain a cover letter's purpose and function

3

Strengthen your mentee's CV and cover letter templates

Session 3: The Interview Process (p. 60-62)



1

Review interview fundamentals and skills

2

Role play a mock interview

3

Discuss how to best follow up after an interview

Session 4: Networking (p. 63-67)



1

Explain fundamentals of networking

2

Practice networking skills

3

Discuss aspects of networking that pertain to LGBTQ job seekers

4

Discuss expectations for your relationship after the mentorship programme concludes

Contents

1

LGBTQ REFUGEE
CONTEXT IN
THE UK

2

MENTORSHIP
PROGRAMME
CURRICULUM

3

TIPS FOR
MENTORING
LGBTQ REFUGEES

4

SAFEGUARDING
POLICIES AND
DATA PROTECTION

5

CONVERSATION
WITH A MENTEE

6

NEXT STEPS
AND Q&A

Tips for Mentoring a LGBTQ Refugee



Understand your role as a mentor

Be aware of sensitivities about the refugees' background, particularly Transgender refugees

Manage your mentees' expectations about your mentorship relationship

Model appropriate behavior and conduct

Be proactive and welcoming

Tailor your support to your mentees' career goals

Advocate for your mentee and connect them to other professionals in your network

Be understanding of your mentee's life situation and needs

Understand Your Role as a Mentor



1. Help your mentee identify their career goals and create plans to achieve them
Eg., what qualifications (if any) do they need to do their dream job? What transferable skills do they have?
2. Your role is to serve as an advisor, not a decision maker
3. Advocate for your mentee within the boundaries of the programme and connect them to other professionals in your network if appropriate
Eg., you are not a case worker and this programme is not focused on a mentee's social, housing or health needs.
4. Be patient with your mentee, they often face challenging personal situations
Eg., they might have a tribunal hearing, or they might be abused in housing or they might be having a mental health crisis.

Be Aware of Important Sensitivities



1. Make sure to ask your mentee how they would like to be addressed
Eg, name, pronouns
2. Do not ask probing questions about your mentee's life in their country of origin that may be retraumatizing. It is appropriate to ask about their professional experiences
3. Be mindful that asylum seekers live in poverty, with £45 a week or less
Eg, they might not have Wifi/mobile data to call you; they might be homeless and be in a noisy place when you speak
4. Keep in mind that there may be tremendous cultural, religious, political, and philosophical differences between you and your mentee, even if you share a similar LGBTQ identity

Tailor Your Support to Your Mentee's Career Goals



1. The refugees participating in this programme come from a range of professional and educational backgrounds and will be looking for different types of roles
2. Refugees often need immediate opportunities to make money, and if they aren't fluent in the local language or their credentials are not recognized locally, they may need to work in lower-paying jobs before they can find work in their area of interest
3. Be mindful of the difference between asylum seekers and refugees as their needs can be different; adapt for the individual, check-in

Eg, volunteering vs finding employment

4. In tailoring your support, be mindful of the English level of your mentee

Eg, talk slowly, offer to repeat

Manage Your Mentee's Expectations



1. Your role is to work with your mentee to make them a stronger candidate for employment, but you cannot guarantee that your support will help them land a job by the end of the programme.
2. Be honest about what you can bring to the mentorship experience.

E.g., Consider whether you're open to meeting more than 4 times in a six month period, as well as how much time you are willing to commit to support your mentee in between scheduled meetings (e.g. Would you review a CV or a job application review by email?).

Model Appropriate Behaviour and Conduct



1. Maintain trustworthiness and respect your mentee's confidentiality

However, if your mentee discloses information that reflects that they are in danger or that they are putting someone else in danger, make a record of your concern and notify the safeguarding contact at your partner organisation as soon as possible.

2. Keep strict professional boundaries as outlined in the Code of Conduct

Eg, do not attempt to provide therapy; do not exchange gifts; do not borrow/lend money

3. Your company's sexual harassment and conduct policies should apply to mentor- mentee relationships. Also refer to the safeguarding guidelines.

Eg, Sexual and romantic relationships between mentors and mentees are prohibited

Contents

1

LGBTQ REFUGEE
CONTEXT IN
THE UK

2

MENTORSHIP
PROGRAMME
CURRICULUM

3

TIPS FOR
MENTORING
LGBTQ REFUGEES

4

**SAFEGUARDING
POLICIES AND
DATA PROTECTION**

5

CONVERSATION
WITH A MENTEE

6

NEXT STEPS
AND Q&A

Safeguarding and Safeguarding Risk

- **Safeguarding** means protecting children and vulnerable adults' rights to live in safety, free from abuse, and neglect
- **A safeguarding risk** involves an allegation or concern that a person has or may have:
 - Behaved in a way that has harmed themselves or another person, or
 - Displayed behaviour towards someone in a way that indicates they may pose a threat to others

The Importance of Safeguarding

1

Provide guidance on how mentors can build professional boundaries to keep themselves and mentees safe and well

2

Equip mentors with skills to recognize the signs and symptoms or respond to disclosures of abuse and harm

3

Outline process to report abuse and harm to ensure that mentees remain safe and well

Types of abuse

Self-neglect

Sexual

Modern Slavery

Financial or Material

Domestic or Organizational Abuse

Neglect

Physical abuse

Emotional or Psychological

Responding to Safeguarding Concerns – Tips

- 1 Provide your mentee with option to contact safeguarding lead from referring organisation
- 2 If mentee chooses to disclose, listen patiently and acknowledge disclosed information without interrupting
- 3 Thank them for sharing, Take a breath before you respond
- 4 Get a sense of urgency and assess if situation is happening now
- 5 If needed, explain that you will need to discuss this with the safeguarding lead
- 6 Record your safeguarding concerns immediately
- 7 Report your concerns to the safeguarding lead at the referral organisation, notify your internal safeguarding lead that you have reported a concern
- 8 Seek support if you need to talk about what you heard

Data Protection Principles to Ensure Mentee Information is Stored Safely and Securely



Eight principles of the UK data protection act state that data must be:

1. Fairly and lawfully processed
2. Processed for limited purposes
3. Adequate, relevant and not excessive
4. Accurate
5. Not kept longer than necessary
6. Processed in accordance with the data subject's rights
7. Secure
8. Not transferred to countries without adequate protection

Contents

1

**LGBTQ REFUGEE
CONTEXT IN
THE UK**

2

**CURRICULUM FOR
MENTORSHIP
PROGRAM**

3

**TIPS FOR
MENTORING
LGBTQ REFUGEES**

4

**SAFEGUARDING
POLICIES AND
DATA PROTECTION**

5

**CONVERSATION
WITH A MENTEE**

6

**NEXT STEPS
AND Q&A**



Conversation with a Mentee – *Richard (He/ Him)*

Contents

1

**LGBTQ REFUGEE
CONTEXT IN
THE UK**

2

**MENTORSHIP
PROGRAMME
CURRICULUM**

3

**TIPS FOR
MENTORING
LGBTQ REFUGEES**

4

**SAFEGUARDING
POLICIES AND
DATA PROTECTION**

5

**CONVERSATION
WITH A MENTEE**

6

**NEXT STEPS
AND Q&A**

Next steps



- 1** | Tent will share with you the **survey data** of an LGBTQ refugee or asylum seeker who has signed up to be mentored through the programme. The refugees heard about this programme through a referral by a non-profit organisation and signed up through filling out an online survey. *Disclosing your mentee's profile or identity without their permission is **STRICTLY PROHIBITED***
- 2** | Please use the **email template** that Tent has developed to reach out to your mentee
- 3** | **Reach out to the mentee** via text or whatsapp, ideally in their native language if you speak it (*e.g., a mentor should reach out in Spanish to a Spanish-speaking mentee if they have limited English language proficiency*)

What should I do if my mentee does not respond?



Mentors should try emailing their mentee twice (using the email template that Tent developed) and texting or sending a WhatsApp to their mentee.

If the mentee doesn't respond after those 3 attempts, please inform notify the Tent team by filling up the form in the link [here](#). The Tent team will then reach out to the mentee on your behalf.

The mentee's professional or personal needs may have changed between when they signed up for the programme and hearing from their mentor.

Preparing for your first meeting

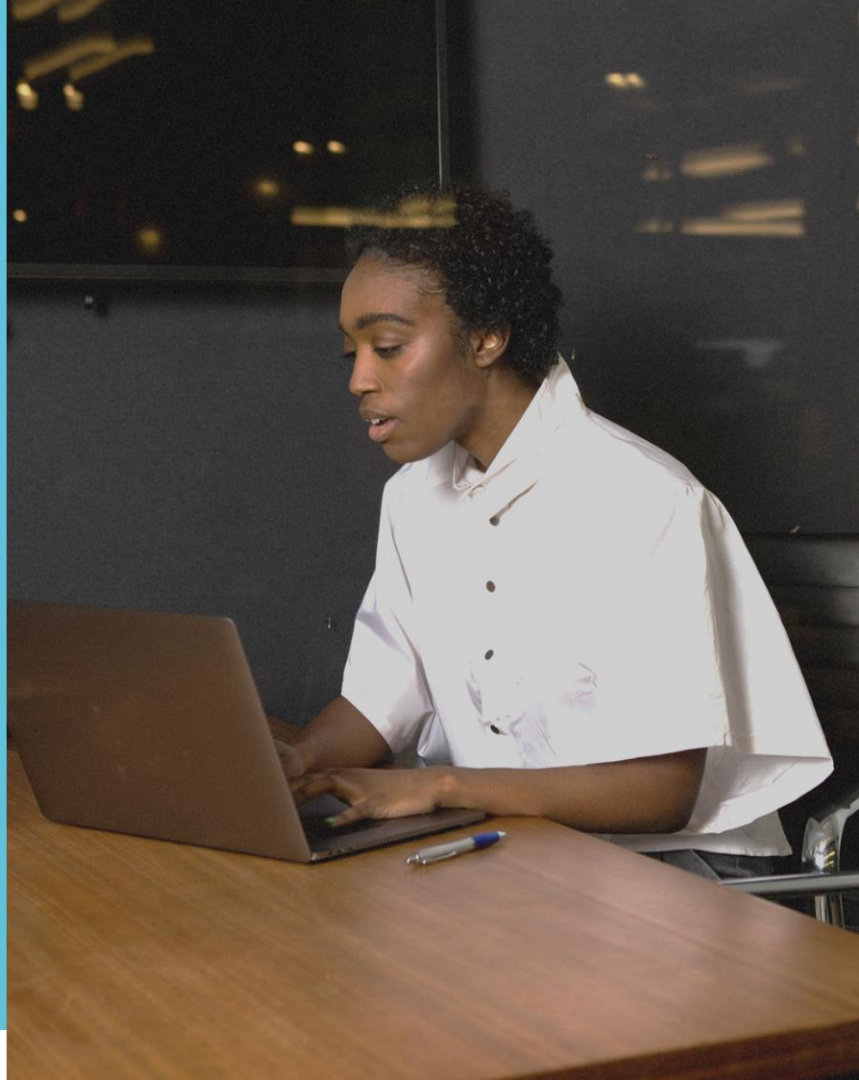


- 1** Familiarise yourself with the [mentorship guide](#), reading both the 'pre-read section' for mentors that provides you with more information about LGBTQ refugees and the curriculum for your first session together.

- 2** Mentors should [continue using the guide](#) throughout your mentorship experience, tailoring the curriculum that is laid out to meet your mentee's needs.

- 3** Please [communicate with the programme coordinators](#) at your companies on how the mentorship programme is going. We'd love to hear through them success stories from your mentorship experiences and any additional resources that you might need to effectively mentor a LGBTQ refugee.

Q&A



Quiz

1. It is your second meeting and your mentee wants to send you a gift to thank you for the guidance you gave in the first meeting. They've asked for the best address to send it to. Do you
 - Give them your address, receive your gift and thank them for their kindness
 - Give them a pick-up/ Amazon locker address or another postal address that isn't your own so they can send the gift but you don't have to disclose your address
 - Thank them for the offer but decline to accept the gift or share your address?
2. A mentee discloses that they are experiencing domestic abuse at home, their partner has been violent to them and their children, do you
 - Say how shocked you are to hear this and ask them for more details
 - Tell them you are sorry they are experiencing it and remind them that you might have to break confidentiality if you believe they are at risk of harm
 - Advise them to talk to a domestic abuse charity because you don't personally know enough about this topic
3. You have recorded and reported a safeguarding concern to the safeguarding lead at the referral organization, be that Micro Rainbow or another, there is an immediate risk of harm so you've had to share the mentees confidential details. You want to let your own internal safeguarding lead know because you want the chance to talk it through with somebody for your own piece of mind. Should you
 - Give your own internal safeguarding lead the same report that you gave the referral organisation so they have the full story
 - Share an overview of the situation with your safeguarding lead but not names or personal information
 - Don't share anything with anyone else and deal with your own feelings privately because there is no longer an emergency?