

# How can technology support mentors in promoting mental wellbeing of unaccompanied migrant youth?

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## BACKGROUND

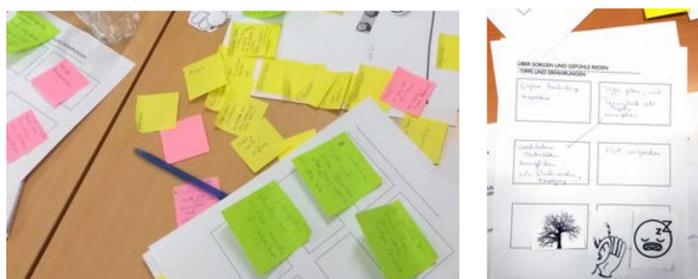
Unaccompanied migrant youth, fleeing conflict zones without their parents, face enormous challenges in their new country. This puts them at a high risk of mental health problems. Volunteers currently play a key role in providing everyday support structures, working as mentors with the youth. However, they are not mental health professionals and struggle to know how best to provide mental health support.

## RESEARCH OBJECTIVES

- Identifying potential roles for technology in supporting mentors promoting mental wellbeing of unaccompanied migrant youth
- Investigating how technology can mitigate challenges experienced by mentors supporting unaccompanied migrant youth

## METHODS

We conducted three **Co-Design Workshops** with seven experienced mentors and one social worker to develop a guide for less experienced mentors.



## INITIAL FINDINGS

Mentors try to promote the mental wellbeing of their mentee by:

- **interpreting signs** for mental health problems.
- having **conversations** and giving advice.
- planning **common activities** which create routines and improve young people's sleeping hygiènes.
- promoting **self-efficacy**.

However, they cannot provide sufficient support because they lack:

- **enough expertise**.
- **trainings** on mental health interventions.
- a good **exchange with mental health experts**.
- **tangible and ready-to-hand resources**.

## IMPLICATIONS FOR DESIGN

### A Technology to increase the knowledge:

Online trainings could teach mentors about the youth's mental health challenges and suitable interventions.

### B Technology to provide in-situ support for mentors:

Technology could assist mentors while delivering interventions through an online chat with mental health experts or technologies that give visible clues reminding the mentors how they should react in certain situations.

### C Technology to support common activities:

A technological tool, which is used together by the mentor and mentee, could integrate mental health interventions in common activities such as language learning.

### D Technology to support mentors in promoting self-efficacy:

A technology driven interventions could be designed to be used by the young person to promote self-efficacy, while maintaining the connection with the mentors allowing mentors to provide suggestions based on their expertise and experience.

