



NH Department of Health & Human Services  
Division for Children, Youth & Families

## DCYF Standard Operating Procedure

### 2940.1 CERTIFIED MENTORS

Policy Directive: **23-12**

Effective Date: **February 2023**

Implements Policy: **2940**

Approved:

Joseph E. Ribsam, Jr., DCYF Director

This SOP outlines the qualifications and expectations for DCYF Certified Mentors.

#### Procedure

*The following information is to support the implementation of the above referenced policy. This document shall not preclude staff from using their professional judgement based on individual circumstances, consistent with the requirements of the policy.*

- I. Supervisors will consider whether to approve any staff interested in enrolling in the Certified Mentor Program based on the following criteria:
  - A. The minimum number of years' experience specific to their discipline:
    1. Juvenile Justice Services Mentor (Field Training Officer)-A minimum of 1 year in the JPPO III role, or JPPO IV's preferred;
    2. Child Protective Services Mentor (Field Training Specialist) - A minimum of 1 year in the role of CPSW, unless approved by the District Office Supervisor; or
    3. Sununu Youth Services Center Mentor (Facility Training Specialist)-Has completed all required Core Academy training, and has been in the role of Youth Counselor for a minimum of 1 year (unless approved by the SYSC Director); and
  - B. All required competencies:
    1. In good standing with the Division;
    2. Time management skills;
    3. Organizational skills;
    4. Positive role model;
    5. Speaks positively about children, youth, families, their role, and the Division;
    6. Seeks to engage with families in their casework;
    7. Leadership skills;

8. Competent in DCYF electronic information systems;
  9. Understanding of community relationships and service providers in the area.
- II. Certification for mentors must be renewed every 3 years.
    - A. Certified Mentors must maintain a copy of their certification and are responsible to communicate to their Supervisor when nearing the recertification date.
  - III. Certified Mentors are paired with mentees by the mentee's Supervisor, or in collaboration with the Bureau of Professional and Strategic Development (BPSD), when applicable.
  - IV. Certified Mentors may be utilized outside of their primary work location, with supervisory approval, and the development of an alternate mentoring plan with BPSD.
  - V. The Certified Mentor and Supervisor will hold a meet and greet with the mentee to:
    - A. Discuss expectations and responsibilities; and
    - B. Develop a mentoring plan.
  - VI. Certified Mentors will not be assigned more than one mentee at a time, unless accepted by the mentor and approved by the Supervisor.
  - VII. All Certified Mentors will work with their mentee to ensure all required trainings and activities are completed within the first year of hire, and document progress on the applicable Training Activity and Mentoring Log.
  - VIII. The Training Activity and Mentor Log will be dated and initialed by the Certified Mentor and mentee upon completion of each requirement.
  - IX. Certified Mentors are responsible the following, but not limited to:
    - A. Working to build a trusting and open relationship with their mentees to encourage an honest working relationship;
    - B. Providing feedback to the mentee that assists in building their competency;
    - C. Providing several shadowing experiences in the field/facility;
    - D. Processing of daily events and tasks;
    - E. Meeting regularly with the mentee's Supervisor to provide feedback about their performance and level of confidence;
    - F. Working collaboratively with the Supervisor to transfer duties to mentees as appropriate;
    - G. Providing unique knowledge to the mentee, specific to their discipline;

- H. Evaluating mentee performance;
  - I. Reporting significant concerns to the mentee’s Supervisor immediately;
  - J. Working collaboratively with Instructor Coaches to communicate feedback about the application of skills learned in training to direct practice; and
  - K. Completing the Training Activity and Mentoring log with their assigned mentee.
- X. Mid-Core Academy, the Certified Mentor will meet with the mentee and Instructor Coach to discuss the mentee’s current academy standing, and assess the need for additional supports.
- XI. All Certified Mentors will complete the Mentor Self-Assessment at the completion of each mentoring cycle.

<b>Applicable Forms</b>	
<b>Form</b>	<b>Title</b>
2940	Training Activity and Mentoring Log - Child Protective Service Worker
2941	Training Activity and Mentoring Log - Juvenile Probation and Parole Officer
2942	Training Activity and Mentoring Log - Youth Counselor

<b>Glossary and Document Specific Definitions</b>									
<a href="#">A - B</a>	<a href="#">C - D</a>	<a href="#">E - F</a>	<a href="#">G - I</a>	<a href="#">J - L</a>	<a href="#">M - N</a>	<a href="#">O - Q</a>	<a href="#">R - S</a>	<a href="#">T - V</a>	<a href="#">W - Z</a>

<b>Document Change Log</b>			
<b>PD</b>	<b>Modification Made</b>	<b>Approved</b>	<b>Date</b>