

2940 GUIDELINES FOR MENTORING

Chapter: **Workforce Development**

Section: **Mentoring**



New Hampshire Division for Children, Youth and Families Policy Manual

Policy Directive: **17-45**

Effective Date: **September 2017**

Scheduled Review Date:

Approved:

A handwritten signature in black ink, appearing to read "Christine Tappan".

Christine Tappan, Interim DCYF Director

Related Statute(s):

Related Admin Rule(s):

Related Federal Regulation(s):

Related Form(s): **FORM 2940, FORM 2941, and FORM 2942**

Bridges' Screen(s) and Attachment(s):

Mentoring is an integrated component of the pre-service training program to ensure a more meaningful transfer of learning experience for new staff. All staff have shadowing experiences as they relate to the DCYF system, offices, skill development, and an ability to demonstrate learning in key areas. This mentoring will play a larger role as staff will need to demonstrate to their Field Practice Advisor an ability to complete certain tasks.

Purpose

This policy is to orient staff to the expectations of the Division's processes.

Definitions

"DCYF" or the **"Division"** means the Department of Health and Human Services' Division for Children, Youth and Families.

"Field Practice Advisor" means a staff member of the Division who provides mentoring to a new staff in the same area of practice (Child Protective Services, Juvenile Justice Services, or the Sununu Youth Services Center).

"Mentoring" means working with an identified experienced employee (Field Practice Advisor) to learn policies, procedures, best practice, and culture of the agency.

Policy

- I. All new staff will have the opportunity for mentoring immediately upon the start of work at their assigned job site.
- II. Mentoring will be provided by an identified staff who:
 - A. Has successfully completed the "Art of Mentoring" training;
 - B. Is experienced and has worked for the Division for at least two (2) years, exceptions may be made with administrative approval;
 - C. Is arranged by the new employee's Supervisor with recommendations from the Bureau of Organizational Learning and Quality Improvement Training Administrator or designee;
 - D. Works in the new staff's office, or in another DCYF Office; and

- E. Is not the new employee's Supervisor.
- III. The goal of mentoring is to familiarize the new staff with procedures, policies, best practice, and the culture and Practice Model of DCYF.
- IV. The Field Practice Advisor must only have one (1) individual to mentor at a time, with exceptions made based on the approval of the Bureau of Organizational Learning and Quality Improvement Training Administrator or designee.
- V. The Supervisor must have regular supervision with a new staff on a weekly basis. These sessions need to include discussion of training, mentoring, and job specific duties.
- VI. The Supervisor must ensure that the new staff knows how to access DCYF policy and procedures via the DHHS Intranet.
- VII. The Supervisor must ensure that the new staff is introduced to the local stakeholders and personnel with whom they will be working.
- VIII. A new staff must not be the primary person assigned on any cases, nor assigned unsupervised work, until his or her completion of specific courses as outlined in policy [2901 Staff Development](#).
- IX. The Field Practice Advisor must complete the appropriate Training Activity and Mentoring Log with the new employee based upon the role of the new staff.
 - A. The "Child Protective Services Training Activity and Mentoring Log" (Form 2940);
 - B. The "Juvenile Justice Services Training Activity and Mentoring Log" (Form 2941); or
 - C. The "Sununu Youth Services Center Training Activity and Mentoring Log" (Form 2942).
- X. All Training Activity and Mentoring Logs must be dated and initialed by the Field Practice Advisor upon completion of each assignment.
- XI. The signed Training Activity and Mentoring Log will be forwarded to the Bureau of Organizational Learning and Quality Improvement upon completion within the first 12 months of employment.