



New Hampshire Division for Children, Youth and Families Policy Manual

2940 MENTOR PROGRAM

Chapter: Workforce Development

Section: Mentoring

Approved:

Joseph E. Ribsam, Jr., DCYF Director

Policy Directive: **23-12**

Effective Date: **February 2023**

References Of Note

Federal Authority:

Statutes:

Administrative Rules:

Case Law:

This policy outlines the Division’s mentoring and Certified Mentor program.

Required Practices

Any deviations to the following information must be documented with Supervisory Approval.

- I. The Division supports the use of peer collaboration and mentors for all new staff in learning their roles and responsibilities.
 - A. For any CPSW, JPPO, or YC this will be met through the Certified Mentor Program; or
 - B. For all other District Office, facility, or State Office positions, this will be met through an individualized mentoring plan managed by the position’s Supervisor.
- II. All new employees will be assigned a mentor.
 - A. The assigned mentor must be an individual other than the new hire’s direct Supervisor.
 - B. If the assigned mentor is out of work for a period of time, exceeding 5 business days, the Supervisor will assign another mentor to the new staff in the assigned mentor’s absence.
 1. If the original assigned mentor remains out of work for period of 2 or more business weeks, the mentor reassignment will become permanent.
- III. The mentee’s Supervisor and mentor will hold a meet and greet with the mentee to:
 - A. Discuss expectations; and
 - B. Develop a mentoring plan.
- IV. When a new CPSW/JPPO/YC is hired, the Supervisor will assign them a Certified Mentor from their discipline:

- A. A Field Training Officer for Juvenile Probation and Parole Officers;
 - B. A Field Training Specialist for Child Protective Service Workers; or
 - C. A Facility Training Specialist for Youth Counselors.
 - D. If no Certified Mentors are available in the new CPSW's/JPPO's/YC's work location, the Supervisor will consult with the BPSD to identify an alternate mentoring plan.
- V. All other staff will have a non-certified mentor assigned by their Supervisor, and develop a mentoring plan to ensure the transfer of knowledge.
- VI. All Certified Mentors must have completed the Mentor Certificate Program, made available through the Division's training contractor, in collaboration with the Bureau of Professional and Strategic Development (BPSD).
- A. Certification for mentors must be renewed every 3 years.
 - B. Each work site will maintain a list of Certified Mentors for staff to reference for ongoing support.
 - C. To be eligible for the Mentor Certificate Program, DCYF staff must have Supervisory approval.
- VII. A Training Activity and Mentoring Log specific to their discipline will be provided to each CPSW/JPPO/YC on their first scheduled work day to ensure the mentee's ability to capture all progress. The discipline specific forms are:
- A. Training Activity and Mentoring Log - Child Protective Service Worker (Form 2940);
 - B. Training Activity and Mentoring Log - Juvenile Probation and Parole Officer (Form 2941); or
 - C. Training Activity and Mentoring Log - Youth Counselor (Form 2942).
- VIII. New CPSWs, JPPOs, and YCs must not be assigned unsupervised work until all DHHS and DCYF designated courses required within the first 12-months of employment are completed, and progress documented on the applicable Training Activity and Mentoring Log.
- A. The Training Activity and Mentoring Logs must be dated and initialed by the Certified Mentor and mentee upon completion of each requirement.
- IX. The mentee and Supervisor will review the mentee's progress and learning objectives during regular supervision.
- X. For any CPSW, JPPO, or YC progress will be formally reviewed as follows:

- A. Mid-Core Academy, the Certified Mentor, Instructor Coach, and mentee will meet to discuss the mentee’s current academy standing and assess the need for additional supports; and
- B. At the 6-month and 1-year evaluations, the Supervisor will utilize information provided in the Training Activity and Mentoring Log, and Mentee Self-Assessments, to identify additional training needs or potential areas in need of additional support.
 - 1. The Supervisor will submit the completed Training Activity and Mentoring Log to Human Resources, along with the employee’s 1-year evaluation.

Standard Operating Procedures		
SOP	Title	Applicable Disciplines
2940.1	Certified Mentors	CPS, JJS, and SYSC
2940.2	Mentee Expectations	All staff
2940.3	Mentor Program Oversight	CPS, JJS, and SYSC

Applicable Forms	
Form	Title
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

Glossary and Document Specific Definitions									
A - B	C - D	E - F	G - I	J - L	M - N	O - Q	R - S	T - V	W - Z

Document Change Log			
PD	Modification Made	Approved	Date