

	LOM 6.5 Onboarding Mentor Information	
	<i>Document #: 7413</i>	<i>Page 1 of 4</i>
	<i>Revision #: 2</i>	<i>Issued Date: 11/05/2018</i>
	<i>Document Manager: Jeffrey Nye</i>	<i>Approved By: Jeffrey Nye</i>

6.5 Onboarding Mentor Information

The first day a new employee arrives they are bombarded with new information which can create a great deal of stress. One way to counteract that stress is to provide an "onboarding mentor" as a resource for the new employee. An "onboarding mentor" acts as an unofficial advisor and confidant for the new employee during their first year of employment.

The onboarding mentor should be someone who will meet with the new employee in a comfortable less formal environment where the employee can ask and receive information about the organization's culture and other information that isn't covered in a formal orientation program.

The onboarding mentor can be a point of contact for general queries regarding day-to-day operational issues and relevant company policies. Onboarding mentors can assist with socializing the new employee to the work place. With an effective onboarding mentor, a new employee will quickly become a contributing member to their new department.

Ideally, an onboarding mentor is **not** the new employee's trainer, a technical mentor, or supervisor. The responsibilities of each of those are defined as follows:

- The employee's trainer instructs them on how to perform their job.
- A technical mentor is a type of coach who assists the individual with their professional development.
- The supervisor is the person responsible for making sure the new employee is properly onboarded, trained and technically mentored should they choose to enter into a technical mentoring relationship.

When practical, it is recommended that the onboarding mentor be someone from a different discipline.

Once the new hire and onboarding mentor are paired, the onboarding mentor will be given contact information for the new employee. The onboarding mentor will be required to remain available to answer questions and assist the new employee in navigating the new work situation for a period of one year.

During the first 60 days, the onboarding mentor is expected to interact with the new employee at least once every two weeks, or more frequently if desired. For the remainder of the one-year timeframe, once a month would be appropriate. The onboarding mentor should document their interactions with the new hire for review by the Local Onboarding Coordinator. This could be in the form of a spreadsheet log located on a local lab drive. Suggested entries could be mentor name, new hire name, date and length of visit.

The new employee should feel comfortable contacting the onboarding mentor at any time. Any questions that the onboarding mentor cannot answer should be directed to the new hire's supervisor or another department member as appropriate.

The pairing of an onboarding mentor with a new hire should be done by the Laboratory Director or their designee (Local Onboarding Coordinator). Potential onboarding mentor volunteers will be assessed for their suitability to be an onboarding mentor and their compatibility with the new employee

	LOM 6.5 Onboarding Mentor Information	
	<i>Document #: 7413</i>	<i>Page 2 of 4</i>
	<i>Revision #: 2</i>	<i>Issued Date: 11/05/2018</i>
	<i>Document Manager: Jeffrey Nye</i>	<i>Approved By: Jeffrey Nye</i>

Prospective onboarding mentors should have at least two years of experience working in the Forensic Science Division, and have the approval of their Supervisor/Laboratory Director. They must also understand that the onboarding mentor position is a volunteer agreement between the new employee and the onboarding mentor. The onboarding mentor agrees to make themselves available during regular work hours. The method of communication can be telephone, email or face to face meetings.

Both the onboarding mentor and the new hire are encouraged to submit problems or suggestions for the Onboarding Mentor program either through their Laboratory Director or Local Onboarding Coordinator. The new hire is encouraged to discuss any problems they may be having with the onboarding mentor relationship with the onboarding mentor, Local Onboarding Coordinator, or Laboratory Director. If problems persist, reassignment of the onboarding mentor may be necessary.

The Local Onboarding Coordinator will make sure that the supervisor of both the onboarding mentor and the new hire will be notified that each is participating in the Onboarding Mentor Program. The supervisors will be informed that this program is on a volunteer basis and is endorsed by the Forensic Science Division.

The onboarding mentor will not provide information or direction that contradicts the authority of laboratory management (i.e. the new hire's supervisor).

At the completion of the onboarding program, the Local Onboarding Coordinator will ask each participant to fill out a brief questionnaire aimed at improving the Onboarding Mentor Program ([New Employee Onboarding Questionnaire](#) and [Questionnaire for the Mentor](#)). The laboratory's Local Onboarding Coordinator will initiate an FSD Onboarding Survey Review workflow and attach the questionnaires for review by the FSD command and the respective Laboratory Director..

6.5.1 Onboarding Mentor Selection Criteria

- Wants to be a onboarding mentor
- Is proud of the organization
- Is a trained peer in the same laboratory as the new employee
- Has been with the organization for a minimum of two years
- Possesses a track record of good attendance and performance
- Has a good work ethic and a positive attitude about the organization
- Is a positive role model
- Respected by employees and management
- Is given time to be accessible to the new employee
- Has qualities/interests that appear to be compatible with the new employee
- Possesses an understanding of how things work within the organization
- Has the willingness to share information with the new employee
- Understands and values the importance of effective onboarding of new employees
- Has the approval of their supervisor and Laboratory Director to participate

	LOM 6.5 Onboarding Mentor Information	
	Document #: 7413	Page 3 of 4
	Revision #: 2	Issued Date: 11/05/2018
	Document Manager: Jeffrey Nye	Approved By: Jeffrey Nye

6.5.2 Onboarding Mentor Training

Onboarding mentor training will be done by the Local Onboarding Coordinator and may be as simple as explaining the importance of the onboarding program, types of things to be discussed with the new hire, and when questions should be referred to a supervisor. This training shall occur when a mentor is first assigned and before any subsequent assignments.

In addition, the onboarding mentor shall read and understand LOM 6.0, paying specific attention to:

- LOM 6.1 Introduction
- LOM 6.4 Onboarding Checklist
- Form [FS-32](#)
- LOM 6.5 Onboarding Mentor Information

The onboarding mentor can be the "go to" person to explain things pertaining to routine day to day operations. An onboarding mentor should NOT attempt to resolve any conflicts the new employee may be having at the worksite. The onboarding mentor should redirect the situation to the new hire's supervisor.

6.5.3 Tips for Onboarding Mentors

The new co-worker may already have been informed about the onboarding mentor program in the letter sent by the supervisor prior to reporting for work. After employment begins, they will be introduced to their "onboarding mentor". The onboarding mentor will have an opportunity to explain their role. Again, the onboarding mentor is not a substitute for the supervisor. Any work-related problems (other than general work procedures) should go through the supervisor.

Onboarding mentors should answer the new employee's questions regarding the environment and basic procedures in a positive way. The onboarding mentor should try to provide as much information as they can to help the new employee feel comfortable in the new environment and let them know that they are available to answer questions as needed.

6.5.4 Onboarding Mentor Responsibilities

Be familiar with the Onboarding Checklist ([FS-32](#)) which will be completed by the employee and their supervisor. The onboarding mentor may be asked to assist the supervisor in completing some of the listed items:

- Keep a record/log of interactions with the new hire for review by the Local Onboarding Coordinator
- Be an informational resource for the new employee on policies, procedures, work rules, and the culture of MSP
- Help socialize the new employee
- Be an additional guide to laboratory areas and personnel
- Identify resources
- Provide introductions where needed

	LOM 6.5 Onboarding Mentor Information	
	<i>Document #: 7413</i>	<i>Page 4 of 4</i>
	<i>Revision #: 2</i>	<i>Issued Date: 11/05/2018</i>
	<i>Document Manager: Jeffrey Nye</i>	<i>Approved By: Jeffrey Nye</i>

- Share experiences; not necessary to be an expert
- Be patient and positive. Allow time for a relationship to develop
- Not try to cover everything at once
- Identify a preferred style of communication - e-mail, telephone, in-person
- Acknowledge different personality styles between the onboarding mentor and employee
- Listening may be more important than giving advice
- Offer encouragement and provide positive and/or constructive feedback
- Help the employee overcome any difficulties in getting adjusted to the work environment
- Keep a good attitude and avoid negativity

6.5.5 Onboarding Mentor Benefits

- Contribute to the success of the laboratory and our organization
- Opportunity to influence the culture and mission of MSP
- Gain more in-depth knowledge about the organization
- Personal and professional growth
- Career enrichment
- Opportunity to share accumulated knowledge and experience
- Ability to help others
- Maintain or create a fresh perspective

6.5.6 What a New Employee Can Expect from an Onboarding Mentor

- General advice
- Guidance
- Encouragement
- Positive attitude
- Shared information will be kept confidential
- Honest feedback
- Clear information
- Help in understanding the culture of the organization
- Help to navigate through the organization
- Assistance in building networks and insight into how to make them effective and productive
- Assistance in finding answers to questions

6.5.7 How to become an Onboarding Mentor

To volunteer to be an onboarding mentor, an individual should express interest to the Laboratory Director or their designee (Local Onboarding Coordinator).

Laboratory Directors should encourage those staff members to volunteer who exhibit the requisite qualities of an “onboarding mentor”.