



Clearview Mentorship Program The 5 W's

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Clearview Background



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Executive Director

- Skilled Nursing Home
 - Short Term Care
 - Long Term Care
 - Gender specific Dementia households
- Clearview Brain Injury Center
- Clearview Behavioral Health
- Individuals with Intellectual Disabilities
- Clearview Assisted Living
 - Northview Heights - CBRF
 - Two Adult Family Homes

What the process is



- ▶ Newly hired employees complete a formal, standardized onboarding process (facilitated by Human Resources)
- ▶ Onboarding is completed within four days after hire, beginning on the employees first day
- ▶ Employees eligible for Mentoring begin immediately after onboarding completed

What the process is?

- ▶ The new hire provides their availability to the Scheduling Department
- ▶ The Scheduling Department assigns the designated mentor based on the Mentors availability compared the Mentee
- ▶ The Mentor and Mentee are assigned two days together
 - ▶ Previously this was five days, but was changed to two days after feedback from our Mentors
 - ▶ ALWAYS LISTEN TO YOUR MENTORS! 😊

Where does this take place?

- ▶ The mentoring takes place on the Mentor's assigned shift
 - ▶ We are fortunate to have Mentors that are willing to stay into a PM shift, for example, if the Mentee is taking a PM shift with our organization
- ▶ The Mentor will:
 - ▶ Take the Mentee to all areas of the building for a tour
 - ▶ Introduce to Administration team members, Supervisors, and Coworkers in and out of their department
 - ▶ The Mentor also makes a point to spend time on the Mentee's newly assigned household, to ensure they are familiar with where to go when they begin training

When to follow up?

- ▶ First day Checklist
- ▶ 5-10 day Checklist – Completed by Mentor and Mentee
- ▶ 30 day Checklist – Completed by Mentor and Mentee
- ▶ 90 Day Checklist – Completed by Mentor and Mentee
- ▶ Used as a tool to gauge new hire satisfaction with Mentor as well as progress of Mentee
- ▶ These are in supplementation to two month, fourth month, and six month probationary period evaluations completed by direct supervisors

Who can be a Mentor?



Who can be a Mentor

How do we find mentors within our organization?

- ▶ By recommendation:
 - ▶ May come from supervisor, coworker, mentor, or Administration
 - ▶ Employee is sent positive letter explaining they were referred as a potential candidate
 - ▶ Up to employee to pursue if interested
- ▶ By posting opportunities
 - ▶ Similar to posting for a new, internal job
 - ▶ Letters of interest accepted
 - ▶ Reviewed by Human Resources, ADON, and employee Direct Supervisor

Why we Mentor

- ▶ Increased new hire staff satisfaction
- ▶ Opportunity to engage current staff
- ▶ Strengthen team relationships
- ▶ Increase overall retention

Questions?

