

Mentoring Program

1001.1 PURPOSE AND SCOPE

The purpose of this program is to offer encouragement, education, support, and improved relationships among all employees, civilian and sworn, which will result in higher employee retention, morale, productivity, and diversity. Selected members of the department will be trained and utilized as mentors to provide support and encouragement to other employees promote successful career growth within the department. This is a voluntary program, with the exception that newly hired employees will be placed in the program for the duration of their probationary period.

1001.2 MENTORS

1001.2.1 DEFINITION

Somebody more experienced who provides guidance and support, and watches over and fosters the progress of a less experienced person. Mentors are the key component to a successful mentoring process. It is important that mentors are fully aware of the importance of their role and are committed to fulfilling their responsibilities. Mentors will be compensated for training and meetings scheduled by the Mentor Program Coordinator. Mentors will not be compensated for time spent with their protégé.

1001.2.2 MENTOR QUALITIES

- (a) Desire to do the assignment
- (b) Strong work ethic
- (c) Positive attitude toward the organization and community
- (d) Strong interpersonal skills
- (e) Working or having worked in the same assignment as the protégé
- (f) Not directly supervising or assigned to train the protégé.

1001.2.3 SELECTION PROCESS

- (a) Any non-probationary employee is eligible to participate in the program as a mentor.
- (b) An employee interested in becoming a mentor shall submit a memo of interest to his or her immediate supervisor for approval and recommendation.
- (c) Upon supervisor approval the memo of interest shall be forwarded through the employee's chain of command to the Mentor Program Coordinator.
- (d) The Mentor Program Coordinator will meet with the mentor candidate to discuss participation in the program.
- (e) The Mentor Program Coordinator will select the mentors for the program.

Citrus Heights Police Department

Citrus Heights PD Policy Manual

Mentoring Program

(f) Employees selected to be mentors shall complete the Mentor confidential questionnaire supplied by the Mentor Program Coordinator.

1001.2.4 TRAINING

(a) Employees selected to participate as mentors will be trained in the skills of mentoring.

(b) All mentors will be required to attend mentor meetings as scheduled by the Mentor Program Coordinator.

(c) After completion of initial training, mentors will be placed on the mentoring team and will be assigned protégés as needed.

1001.2.5 DUTIES

(a) Mentors shall contact the protégé to introduce themselves and explain the mentoring relationship.

(b) Mentors should maintain periodic contact with the protégé to provide personal guidance and support in their current assignment and career development goals.

(c) Mentors should provide guidance and support as opposed to making decisions for the protégé.

(d) Mentors may opt to end their participation in the mentoring program at any time by contacting the Mentor Program Coordinator.

1001.3 PROTEGE

1001.3.1 DEFINITION

A person who receives help, guidance, and support from someone who has more experience or influence.

1001.3.2 PROTEGE QUALITIES

(a) Any employee is eligible to participate

(b) Motivated to learn

(c) Open-minded to new ideas

(d) Desire to succeed

1001.3.3 SELECTION PROCESS

(a) New Employees

1. As an integral part of recruiting, hiring, and training, each newly hired employee will initially be placed into the Mentoring Program where they will be paired with a mentor who has been trained in the skills of mentoring.

2. The Professional Standards and Training unit will provide new employees a Protégé confidential questionnaire at the time of their orientation, or prior to that.

3. The form will be completed and forwarded to the Mentor Program Coordinator.

Citrus Heights Police Department

Citrus Heights PD Policy Manual

Mentoring Program

4. New employees may opt to end their participation in the program any time after they have completed probation by contacting the Mentor Program Coordinator.

(b) Other Employees

1. An employee interested in becoming a protégé should express interest to the Mentor Program Coordinator.

2. The employee will complete the Protégé confidential questionnaire supplied by the Mentor Program Coordinator.

3. The Mentor Program Coordinator will meet with the protégé candidate to discuss participation in the program and mentor assignment.

4. Protégés may opt to end their participation in the mentoring program at any time by contacting the Mentor Program Coordinator.

1001.4 MENTOR PROGRAM COORDINATOR

1001.4.1 DEFINITION

The Professional Standards and Training Sergeant shall be the Mentor Program Coordinator, and is responsible for administration and oversight of the employee mentoring program.

1001.4.2 DUTIES

(a) Supervise selection, assessment, matching and orientation of mentors and protégés.

(b) Recruit, train and maintain the mentor pool.

(c) Assign mentors to newly hired employees.

(d) Schedule and conduct mentor meetings.

(e) Distribute and collect mentor program evaluation forms to/from protégés at 6 month mark and 18 month mark.

(f) Troubleshoot and evaluate the program.

1001.5 PROGRAM EVALUATION

At the 6 month mark and 18 month mark, the Mentor Program Coordinator will distribute Mentoring Program Evaluation Form to protégés. The completed forms will be returned to the coordinator. The coordinator will set dates to meet with the mentors after the forms have been completed by the protégés. The coordinator will meet with the mentors to review the Mentoring Program Evaluation Forms completed by the protégés and evaluate the program. After the meetings, the Mentor Program Coordinator will meet with the Professional Standards and Training Lieutenant to report the status of the Mentoring Program.

1001.6 CONDUCT GUIDELINES

(a) The mentoring program and mentors are not to interfere with or undermine any personnel assigned to supervise or train probationary employees.

Citrus Heights Police Department

Citrus Heights PD Policy Manual

Mentoring Program

(b) Mentors are not advocates for the protégés. Mentors shall not circumvent the chain of command on behalf of a protégé.

(c) Mentors shall maintain professional relationships with their protégés.

(d) If any issues arise that cannot be resolved between the mentor and the protégé, either one is encouraged to contact the Mentor Program Coordinator for assistance.

(e) In order to foster open and honest communication, the Protégé must be able to trust the Mentor not to disclose their discussions with others. However, if both agree that communication with the Protégé's supervisor would be beneficial, the Mentor and the supervisor may talk. Examples of this include helping to identify developmental activities and prevent problems associated with differing needs, perspectives, and priorities.

(f) Discussions related to an intent to harm oneself or others, break a law, or violate a policy or procedure can never be kept confidential.