
Overview

This standard is about acting as a mentor to colleagues who may be either:

- 1 new to the organisation
- 2 new to particular locations
- 3 new to the type of work
- 4 having difficulties working productively

You can support colleagues by providing them with information, access to resources, guidance on how they should do their work and feedback to help them perform effectively and in line with organisational procedures.

You are not expected to act in a supervisory capacity in respect of colleagues but to provide them with practical and moral support to help them quickly become productive and autonomous in their work.

**Performance
criteria**

- You must be able to:
- P1 adapt your communication style to suit the needs colleagues
 - P2 clarify with colleagues your role as mentor in accordance with your organisation's procedures, including:
 - P2.1 what they can expect from you
 - P3 help colleagues understand their role and responsibilities in accordance with your organisation's procedures
 - P4 explain to colleagues ways to access resources available to them in accordance with your organisation's procedures
 - P5 introduce colleagues to relevant people who they will need to interact with in accordance with your organisation's procedures
 - P6 explain to colleagues what is relevant to their role in regards to:
 - P6.1 organisational policies
 - P6.2 rules
 - P6.3 codes
 - P6.4 procedures
 - P7 demonstrate to colleagues activities they will need to undertake in accordance with your organisation's procedures
 - P8 give colleagues opportunities to practice activities under your guidance within an agreed timescales
 - P9 provide feedback to colleagues to improve their performance in accordance with your organisation's procedures, and:
 - P9.1 help them align their behaviour with the expectations of the organisation
 - P10 support colleagues to act autonomously within their role in accordance with your organisation's procedures
 - P11 discuss issues raised by colleagues in accordance with your organisation's procedures, and:
 - P11.1 answer questions
 - P11.2 refer colleagues to others if issues are beyond your level of competence
 - P12 complete required records in accordance with your organisation's procedures

Knowledge and understanding

- You need to know and understand:
- K1 organisational procedures for acting as a mentor to colleagues
 - K2 legislation relevant to mentoring others
 - K3 the limits within your role as a mentor
 - K4 types of effective communication
 - K5 organisational structures
 - K6 the roles of colleagues you are mentoring
 - K7 how to access different resources available
 - K8 relevant people who colleagues will need to interact with
 - K9 activities designed to support the development of colleagues
 - K10 how to provide opportunities for colleagues to practice activities
 - K11 techniques to provide feedback to improve colleagues' performance
 - K12 organisational expectations of colleagues' performance and behaviour
 - K13 techniques of decision-making
 - K14 how to encourage colleagues to act autonomously within their role
 - K15 the importance of making yourself available to discuss issues and questions raised by colleagues
 - K16 sources of support from relevant people if questions are raised that are beyond your level of competence
 - K17 how to complete records concerning mentoring colleagues

Additional Information

Glossary

Relevant people can refer to individuals, others relevant or significant to individuals, staff in your own agency including investigating teams or staff from other agencies.

Organisational procedures can include prison service instructions, prison policies, legislative policies and any other policies and procedures used across custodial care in the UK.

SFJHD705 - SQA Unit Code HA5R 04

Act as a mentor to colleagues

Developed by	Skills for Justice
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Relevant occupations	Prison staff; Prison manager; Governor; Officers; Police Officers; Probation Officers; Public Service Professionals; Youth Justice Officers; Youth Offending Team Officers
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Suite	Custodial Care
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