

Mentor Program Guidesheet

FOR CARE PROFESSIONALS



Purpose of a Care Professional Mentor Program

- Can decrease your care professional turnover in the first 60-90 Days. According to the 2018 Home Care Benchmarking Study, 57% of care professionals who quit or are terminated, leave in the first 60-90 Days.
- Provides additional support to your new hires, keeping them engaged early on.
- Provides upward mobility to your best care professionals. They can grow with your company.
- Allows you to have a better idea on how the new care professionals are performing in the field.
- Enhances The Client Experience by providing better training to new care professionals and less turnover of the care professionals assigned to them.
- ***Important** – This is only a guidesheet and can be customized to what fits best for your agency. There is no one size fits all when it comes to this program. Make it your own.

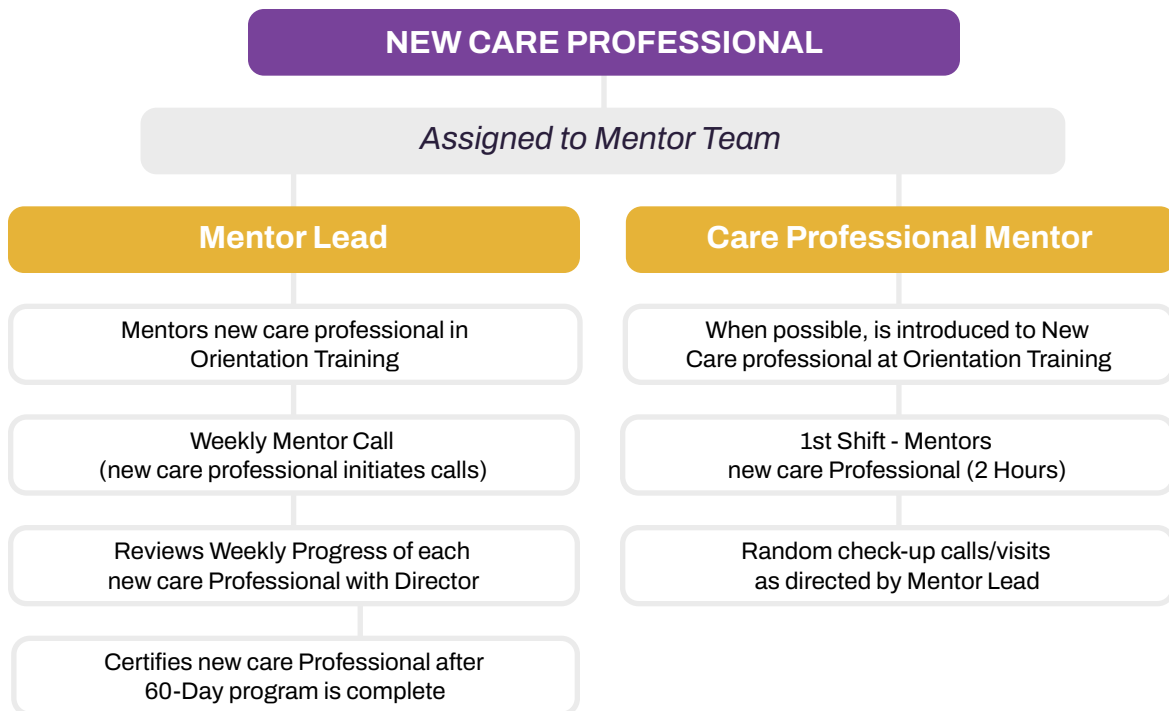
Organizational Structure

- Calculate the number of mentors and mentor leads you will need by working backwards:
 1. How many new care professionals did you hire in the past 12 months? Ex: 48
 2. 48 is divided by 6, which represents the number of new hires you averaged every 2 months.
 3. Care Professional Mentor can typically handle 3–5 new care professionals at a time.
 4. A Mentor Lead can typically handle up to 5 Care Professional Mentors at a time.
 5. Calculation:
 - $48/6 = 8$
 - 8 new care professionals are hired every 60 days, which would require approximately 2 Care Professional Mentors.
 - 2 Care Professional Mentors can be supervised by 1 Mentor Lead.
- Hand pick your top care professionals for the Mentor position. Make sure to include key team members in this decision. Some providers conduct a formal team interview with each candidate, which has its pros and cons. The downside of these formal interview is that when care professionals are not chosen, it sometimes impacts their morale as a care professional.
- Choosing a Mentor Lead — It is recommended that your Mentor Lead be either a Staffing Coordinator or Field Lead. This would be an additional responsibility on top of their current job duties.

Program Structure

- Type out all of the known benefits of a Care Professional Mentor Program. Use this document to help explain to your team why you are moving in this direction. They need to be bought in, including your new Care Professional Mentors. Here are some examples but this list may change based upon provider:
 - Creates the sense of importance through “belonging” and “connecting.”
 - Decreases HIGH turnover during the first 60 days of employment.
 - Boosts care professional confidence and satisfaction.
 - Boosts client confidence and satisfaction.
 - Offers growth opportunities/retention for top care professionals.
 - Produces highly trained and accountable care professionals.
 - Creates a positive, team-centered culture.
 - Great recruiting tool.
- Outline the program in a flow chart or some other visual representation that describes the roles and responsibilities of a Mentor Lead and Care Professional Mentor. Here is an example you are welcome to adopt. Keep in mind that this is a general flow chart. You may want to add more details specific to your program:

Care Professional Mentor Structure Flow Chart



Program Structure (Continued)

Roles and Responsibilities

- Mentor Lead Responsibilities:
 1. Ensures Care Professional Mentors are engaged and performing their duties as Mentors.
 2. Conducts weekly coaching calls with the new care professionals.
(This responsibility could be rotated to the Care Professional Mentor.)
 3. Tracks progress of the new care Professionals, ensuring they are receiving the proper support and training.
 4. Conducts the trainings of the Care Professional Mentors, at least quarterly.
 5. Reports progress of new care Professionals to the Director/Owner.
- Care Professional Mentor Responsibilities:
 1. Introduces the new care professionals to their clients when possible. If they cannot be present, the Mentor Lead should make these introductions.
 2. Spends 2-3 hours a week conducting random check-ups and hands-on training.
 3. May conduct Weekly Coaching Calls if instructed.
 4. Reports back to Mentor Lead every week on activity.

Weekly Mentor Coaching Calls

- new care Professional calls Mentor Lead weekly at pre-established time.
- Same time every week; initiated by the new care Professional.
- 5-15 minute call.
- Weekly call may change based on schedule changes
- Review the Outcomes.
- Questions they may ask (switch them up):
 1. Will you share 2 positive things that happened this week while working as a care professional?
(*This should happen on every call.*)
 2. How are your clients? Do you have any concerns?
 3. What challenges are you dealing with? Do you need any additional training?
 4. Do you have ideas that could help us and other care professionals?
 5. Do you have any suggested improvements that we could make in the office?

Weekly Mentor Coaching Calls

- New care professionals should be mentored for their first 60 days.
- Certificates of completion should be created and handed out once they have completed the program.
- Care Professional Mentors and Mentor Leads should be required to complete mentor training before they take over their new roles.
- Those conducting the Weekly Mentor Coaching Calls should be trained on professionalism with the expectation to not gossip or speak ill of any team member or the company.
- Those overseeing the entire program, usually an Executive, should review the progress of new care professionals every month and identify Care Professional Mentors and Leads who are excelling or struggling.

Compensation Structure

Mentor Lead Structure	Care Professional Mentor Structure
Incentive based	Wage based
Example: For every new care professional who completes program, Lead receives points/cash/gift card, etc.	Example: Overall hourly pay rate is increased by \$1/hour
Their "Mentor Lead Certified" certificate, receives a new sticker for every time one of their new care professionals completes the program	Paid for weekly calls, random calls, and "hands-on" mentor training
Mentor Stickers are a badge of honor-provides recognition of how many care professionals they have mentored	Their "Mentor Lead Certified" certificate, receives a new sticker for every time one oof their NEW care professionals completes the program-recognition.

Training Structure

Mentor Lead Certified	Care Professional Mentor Certified
Expectations when working with new care professionals and Care professional Mentors	Expectations when working with new care professionals
Shadows Care professional Mentors at clients' homes	Additional transitioning for new care professional and client
Comprehensive review of company policies and procedures	Comprehensive review of company policies and procedures
Leadership training and role playing	Leadership training and role playing
Random Checkup Calls	Weekly Mentor Calls
Communicating with Staffing Coordinators and Care professional Mentors in scheduling and progress	Working with Staffing Coordinators and Mentor Leads in scheduling and progress
Reporting	Reporting
"Mentor Lead Certified" Certificate	"Care professional Mentor Certified" Certificate

Promotion Structure

- Create a list of different referral types who need to know more about the program. The list should include at least the following types:
 1. Applicants/candidates
 2. Existing employees
 3. Existing clients
 4. Prospective clients
 5. Professional referral sources
 6. Others (association or community members)
- Develop your promotion approach with each referral type. Ex: Existing clients

Create a handout describing how clients benefit from the Care Professional Mentor Program. Some of the benefits might include (1) having a more prepared care professional taking care of them or their loved one, (2) receiving more hands-on care specific to their situation, (3) receiving care from highly trained and confident care professionals, (4) their care professionals have a career ladder and more opportunities, thus they stay longer. This handout could be a flier or at time it may be best as a letter from the owner.