

## SFJCCDE4.1

### Act as a mentor to a colleague



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#### Overview

This unit is about acting as a mentor or guide to a colleague who may be either:

1. new to the organisation, the particular location or type of work, or
2. having difficulties working productively.

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

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

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#### Performance criteria

*You must be able to:*

- P1 clarify with the **colleague** your role as a mentor and what they can expect from you
- P2 help the **colleague** understand their role and responsibilities and how they fit into the organisation
- P3 explain to the **colleague** the resources available to them and how to access these resources
- P4 introduce the **colleague** to key people with whom they will need to interact
- P5 explain to the **colleague** relevant organisational policies, rules, codes and procedures
- P6 demonstrate to the **colleague** the activities they will need to undertake and give them opportunities to practice these activities under your guidance
- P7 provide feedback to the **colleague** in ways designed to improve their performance and help them align their behaviour with the expectations of the organisation
- P8 encourage the **colleague** to take decisions and act autonomously within the limits of their role and authority
- P9 make yourself available to discuss issues and answer questions raised by the **colleague**
- P10 refer the **colleague** to other **relevant people** if they raise issues or questions which are beyond your level of competence or authority

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#### Knowledge and understanding

*You need to know and understand:*

- K1 current, relevant legislation, policies, procedures, codes of practice and practice advice for acting as a mentor to a colleague
- K2 current, relevant legislation and organisational requirements in relation to race, diversity and human rights
- K3 current, relevant legislation and organisational requirements in relation to health and safety
- K4 your role, responsibilities and what your limits are as a mentor
- K5 methods of communication and how to communicate clearly and effectively
- K6 your organisation's structure and the role, responsibilities and authority of the colleague you are mentoring
- K7 the different resources available and how to access these resources
- K8 the key people with whom your colleague will need to interact
- K9 your organisation's policies, rules, codes and procedures
- K10 the different activities your colleague will need to undertake
- K11 how to provide opportunities for your colleague to practice the activities they will need to undertake and the importance of doing so
- K12 principles, methods, tools and techniques involved in providing feedback to improve your colleague's performance and help them align their behaviour with the expectations of the organisation
- K13 the organisation's expectations of your colleague's performance and behaviour
- K14 principles, methods and techniques of decision-making
- K15 how to encourage your colleague to take decisions and act autonomously within the limits of their role and authority
- K16 the importance of making yourself available to discuss issues and answer questions raised by your colleague
- K17 sources of advice, guidance and support from other relevant people if questions are raised that are beyond your level of competence or authority
- K18 the types of documentation which must be completed and how to complete it correctly

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#### Additional Information

#### Scope/range related to performance criteria

1. **colleague**
  - 1.1. new to the organisation, the particular location or type of work
  - 1.2. having difficulties working productively
2. **other relevant people**
  - 2.1. other colleagues
  - 2.2. the colleague's line manager
  - 2.3. senior managers
  - 2.4. specialists

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