

# PEER SUPPORT, COACHING AND MENTORING PROCEDURE

<b>Procedure Title</b>	Staff Peer Support, Coaching and Mentoring Procedure
<b>Procedure Owner</b>	<i>This may be the CEO, Human Resources Manager or equivalent</i>
<b>Procedure Approver</b>	<i>This may be the CEO, Human Resources Manager or equivalent</i>
<b>Related Policies</b>	<i>Name any other policies related to the Staff Peer Support, Coaching &amp; Mentoring Policy</i>
<b>Related Procedures</b>	<i>Name any other procedures related to the Staff Peer Support, Coaching &amp; Mentoring Policy</i>
<b>Storage Location</b>	<i>Detail where the procedure is stored, including digital and physical locations</i>
<b>Effective Date</b>	<i>List the date the procedure came into effect</i>
<b>Review Date</b>	<i>List the date the procedure is to be reviewed</i>

## PURPOSE

The Peer Support, Coaching and Mentoring Procedure details the peer support, coaching and mentoring processes for all staff. The procedure also details the roles and responsibilities associated with peer support, coaching and mentoring.

## SCOPE

This procedure applies to all staff, including employees and volunteers.

## DEFINITIONS

**Peer Support:** occurs when staff provide support, knowledge or practical help to one another to facilitate staff wellbeing and continuous improvement.

**Coaching:** occurs when a person works with a staff member to identify, target and plan for performance improvement in a particular skill or knowledge area.

**Mentoring:** is a relationship between an experienced person who helps to guide, advise or train a person with less experience to maximise their potential, develop their skills, and improve their capability.

*(insert any other definitions specific to your organisation)*

## RESPONSIBILITIES

The *(insert responsible person's role title)* has responsibility for ensuring all staff are aware of the organisation's peer support, coaching and mentoring procedure and their responsibilities under this procedure.

The *(insert responsible person's role title)* will delegate different parts of the peer support, coaching and mentoring process to members of the *(insert organisation name)* team. Anyone who has been delegated responsibility by the *(insert responsible person's role title)* to conduct an aspect of peer support, coaching and mentoring must comply with the Staff Peer Support, Coaching and Mentoring Policy and this procedure.

Staff engaging in peer support, coaching and mentoring have a responsibility to participate in the process and recognise it as an important opportunity to share their experiences and learn from their peers at *(insert organisation name)*.

*(Insert organisation name)* values ongoing professional development. Peer support, coaching and mentoring plays a critical role in:

- reflecting on practice in the workplace;
- thinking of new ways of working;
- identifying areas for improvement;
- strengthening key skills, knowledge and experience;
- achieving organisational and individual goals; and,
- promoting personal and professional wellbeing

*(Insert organisation name)* prides itself on being a workplace of choice and recognises peer support, coaching and mentoring as a powerful means of ensuring staff feel supported in the workplace and recognise their own potential for growth.

## PROCESS

All staff will be provided with opportunities to engage in peer support, coaching and mentoring in the workplace.

Formal peer support, coaching and mentoring will take place *(insert frequency)*.

*(Insert organisation name)* encourages staff to engage in informal peer support, coaching and mentoring as required.

Staff participating in peer support, coaching and mentoring will be made aware of and required to comply with their responsibilities under the:

- Peer Support Practice Guidelines
- Coaching Practice Guidelines and/or
- Mentoring Practice Guidelines

Peer support, coaching and mentoring will be monitored and reported on to management *(insert frequency)* and evaluated on *(insert frequency)* basis. Per the Staff Peer Support, Coaching and Mentoring Policy, the content of peer support, coaching and mentoring meetings will remain confidential between participants except where the disclosure of the information is consented to or required by law.