



Mentorship Program Model

Mission: To help provide a safe and inclusive learning environment for all employees where knowledge, recourses, and expertise can be transferred equitably, and discussions of innovations can be heard.

Goals:

- Increase retention
- Improved knowledge transfer
- Provide equity
- Create inclusion
- Boost moral
- Increase confidence
- Advance leadership skills

Objectives:

- Within 2 years, increase the retention rate for department personnel by 10%.
- Have an increase of success rate by 10% for new incumbents graduating the Academy.
- Employees obtain knowledge of KCFD practices during probation.
- Provide recourses needed for success.
- Increase Mentee's confidence in their job duties
- Achieve a minimum of 75% satisfaction with the department among Mentees and Mentors after completion of mentorship.
- Increase Mentors confidence in their leadership skills.

Definitions: **Mentor** – A senior member of the department, acting as a trusted advisor to the Mentee.

Mentee – The individual being guided by the Mentor

Resource Officer – A KCFD employee skilled in a resource that can be used to help a Mentee achieve their goal.

Procedure: Eligibility, selection and responsibility for mentors shall include the following:

Mentor Eligibility:

For an individual to be considered as a mentor, they shall meet the following criteria:

- Be a KCFD member for at least 12 months and not currently be on probation
- Currently hold the rank or any above the person you are mentoring.
- Possess knowledge of the departments policies, GAG's, GOG's, protocols, and rules and regs.
- Complete the following training at www.iafcacademy.org
 - **Mentoring I** Re-energizing Your Department Culture Through Positive Influence.
 - **Mentoring II** Developing and Retaining Firefighters Through Relationships.
- Complete the Mentor Application to be used to pair you with a Mentee
 - Mentor Application: <https://forms.office.com/r/ZE7z6RYtzx>



- Agree and sign the KCFD Confidentiality Agreement.
 - KCFD Confidentiality Agreement: <https://forms.office.com/r/BKKp4iBZy4>



Responsibility:

To aid in, support, knowledge, and guidance during the Mentees probationary period.

The role of the Mentor is a position of great responsibility in which the Mentor will be required to provide an open and honest dialogue with the Mentee on a continuous basis to provide for a smooth transition through their probationary processes.

You must develop a relationship of trust with the Mentee so that they will feel that they can come to you with any questions or problems. Above all else you must provide them with honest feedback as to their weaknesses and discuss with them how to correct them.

- Initiate contact with your Mentee in person within 1 week of receiving notice.
- First, 2 contacts with Mentee should be in person.
 - If your Mentee is a cadet, you will need to schedule your meetings while the cadet is on-duty. You will need to pre-schedule with the Academy Battalion Chief for the time frame of 3:30pm - 4:00pm.
- You should contact your Mentee at least twice a month for 20 minutes each.
- Establish the best time to make contacts with your Mentee.
- Review your Mentee's goals on their Individual Development Plan (IDP) or Cadet Self-Assessment, and help establish plans within the first 2 weeks.
- Document your contacts with your Mentee on the Mentor Log after each contact.
 - Mentor Log: <https://forms.office.com/r/QjhL1058QY>



- If you believe your mentee needs extra recourses, contact the Mentorship Committee for guidance and or direct them to the appropriate recourse.
- You must commit to being a Mentor for the duration of your Mentees probation period. If at anytime you are unable to keep your commitment, it is your responsibility to notify the Mentorship Committee KCFD.Mentorship@kcmo.org.

Mentee Eligibility:

For an individual to be considered as a mentee, they shall meet the following criteria:

- Be any member of KCFD
- Complete the KCFD Mentee Application to be used to pair you with a Mentor
 - Mentee Application: <https://forms.office.com/r/JUF3eTm9UT>



- Agree and sign the KCFD Confidentiality Agreement.
 - KCFD Confidentiality Agreement: <https://forms.office.com/r/BKKp4iBZy4>



- Complete an Individual Development Plan (IDP). **For FAO and above ranks.**

- IDP Form: <https://forms.office.com/r/D8RnXAHNwQ>



- **New Cadets complete the Cadet Self-Assessment Form**

- Cadet Self-Assessment Form: <https://forms.office.com/r/CCG8ZNEByt>



Responsibility:

The responsibilities of the mentee will include but not be limited to:

- Keep in regular communication with their mentor.
- Complete an Individual Development Plan (IDP) or Cadet Self-Assessment Form and submit with your mentee application.
- It is your responsibility to work towards completing your goals developed on your IDP.
- Be prepared to ask your Mentor for specific guidance and advice on your IDP or Cadet Self-Assessment.
- Attend/Invest the time and energy needed to the resources provided to obtain the knowledge, skills, and abilities needed to be successful in the organization.
- Follow through on the commitment made.
- Be respectful of your Mentors time.
- Take the initiative to ask for feedback and inform your mentor how you prefer to get feedback.

- Inform the Mentorship Committee via email KCFD.Mentorship@kcmo.org if at any time you are unsatisfied with your assigned mentor.
- It is solely the responsibility of the Mentee to complete their probationary period successfully.

Expectations:

Mentors and Mentees are expected to commit to the probationary time frame. Failure to do so may result in removal from the program.

Process Initiation:

- The Mentor will be assigned to a mentee within the first 2 weeks of the probation process.
- A Mentor will have no more than 3 Mentees at one time.
- A Mentor and Mentee will make at minimum 2 contacts per month for at least 20 minutes each.
- The first 2 contacts must be in-person.
- The Mentees IDP or Cadet Self-Assessment should be used as a guide to lead the mentorship and be updated as needed by the mentee.
- All contacts made between Mentor and Mentee need to be logged on the KCFD Mentor Log after each contact.

- Mentor Log: <https://forms.office.com/r/Qjhl1058QY>



- Resources will be provided to the Mentors and Mentees.
- It is the responsibility of all members involved with the mentorship program to seek out resources and report them to the Mentorship Committee to update the log of resources.
- The formal mentorship will be completed when the Mentee successfully completes probation.

Matching Mentoring Partnerships:

- The mentor cannot be in the mentee's chain of command.
- The mentor should have sufficient experience, both in the position and in the department, to serve as an effective guide for the mentee.
- The mentee's development goals should relate to the mentor's expertise and experience.

- Personal values must be compatible.
- Personalities and communication styles should be compatible.
- The mentor must be available and reasonably accessible to the mentee.
- Both the mentor and the mentee must be willing to honor the time commitments required.

Guidance Materials:

Mentors should use the Mentee's IDP or Cadets Self-Assessment, as guidance on what goals to assist with. They should also use the following rank specific materials to encourage competences for job specific skills.

- Cadet: Hazmat, Fire I & II, and EMT syllabuses, GAG 5-8, KCFD Protocols, and EMS credentialing requirements. Firefighter and EMT Job description
- Paramedic: Job description, EMS Protocols, EMS credentialing requirements.
- FAO: KCFD Fire Apparatus Operator Manual and Job description
- Capitan: Job description
- Fire Inspector: Job description
- Fire Investigator: Job description
- Communications Supervisor: Job description
- Assistant Division Chief: Job description
- Division Chief: job description
- Battalion Chief: Job description
- Deputy: Job description

Measuring Success:

The Department will evaluate the success of the program to the mentee, mentor, and organization through surveys, conducted as needed.

Resources:

- KCFD members (Resource Officers) who have made themselves available to be resources for Mentors that have specific knowledge in an area.
 - Resource officers will complete a Mentorship log when meeting with individuals.
 - Mentor Log: <https://forms.office.com/r/QjhL1058QY>



- Resource officers will make themselves available on a certain date and time and it is up to the individual(s) to make that appointment.