

NHS North West Leadership Academy Mentoring Hub

A guide to using the Mentoring Hub as a Mentee

Mentoring Hub is an online system which facilitates the matching of mentees with mentors, and allows the management of subsequent mentoring relationships, retaining a record of relationship details for future reference.

Once registered and logged in, your Home screen will be displayed, from which you can navigate the system by use of the tabs ('My mentoring', 'My profile', etc). Additional quick links at the top of the page allow you to navigate directly back to your Home screen, to your profile update page or to the online user guide, to switch your user type (if available; see *Using the system as a different user type*, below), or to log out of the system at any time.

Finding a suitable mentor

The first step in the mentoring process is to identify a suitable mentor and formally agree a mentoring relationship.

To search for a new mentor, click the 'Search for a new mentor' button from the 'My Mentoring' tab on your Home screen. You will be taken through a set of questions designed to find the best possible matching mentors for you, which will by default be populated with the responses that you have already specified in your profile (although you can change these to suit any individual search).

On completion of the search form, you will be presented with a list of suitable mentors: those who match all of your specified criteria are shown first, followed by those who matched only some of your criteria, in order of suitability based on number of criteria met. For those mentors who only matched some of your search terms, click on the corresponding 'x out of y criteria met' link to see exactly which of your requirements each mentor met. Click on the 'View full details' link next to any listed mentor to see their profile in full; you will then have the option to request a mentoring relationship with that mentor if you wish. The mentor will be notified of your request via an e-mail alert, and will then be able to log into their Mentoring Hub account to view the full details of your application, including your own profile information.

Once submitted, your mentoring application may be tracked and managed via the 'My Mentoring' tab on your Home screen, and you will receive an e-mail notification when the mentor updates the status of the request by either accepting or declining your application, or assigning it to their waiting list.





Please note that a mentoring relationship may also be assigned to you by an administrator, in which case this will appear in the 'Current mentoring' list on your Home screen.

Managing mentoring requests

Any relationship requests for which a mentor has not yet responded or has placed you onto your waiting list will appear in the 'Mentoring requests' list within the 'My mentoring' tab. If the mentor has not responded after 30 days you will have the option to send a reminder to the mentor; and in any case you have the option to withdraw your request if your circumstances or requirements change in the meantime.

If a relationship is assigned to you by a site administrator, it will not appear in the 'Mentoring requests' list, but instead will appear directly in the 'Current mentoring' list as a live relationship.

Managing your current mentoring: Introduction

Any current mentoring relationships into which you have entered will be listed in the 'My Mentoring' tab, which is displayed by default when you navigate to your Home screen. The 'current mentoring' list displays summary details of each live relationship, and clicking an 'Update relationship' link allows you to view full details for a relationship, or to record additional information for that relationship.

Mentoring sessions

On the 'view/update relationship' screen, all mentoring sessions which have taken place to date for the selected relationship are listed in chronological order for reference, along with any future session dates and times which have been proposed either by yourself or your mentor. Each time you update the relationship, you may add up to three session dates/times, which may be either past or future sessions. When you propose / log sessions your mentor will be notified by e-mail, and likewise you will be alerted to any session dates proposed / logged by the mentor.

Your mentor will have the opportunity to agree / decline any future sessions you propose, and likewise you can agree / decline sessions they propose. Once the date of any future session has passed it will automatically be included and be added to the total mentoring hours record, and any past sessions logged will also automatically be deemed to have taken place.

Either you or your mentor can cancel any agreed future sessions, or remove any past session which has not been confirmed as having taken place from the record; when this happens the session will be removed from the relationship record and discounted from the total number of mentoring hours.



Relationship notes and documents

You may add any number of notes and associated documents to a relationship record, and choose whether to share any or all of these notes/documents with your mentor. Notes and documents are secured on the system in order that no-one else except you (and your mentor, if you have chosen to share the item) is able to view them.

You may change the 'shared' status of any note or document at any time, so for example a previously shared document can be unshared, meaning that the mentor will no longer be able to access it (although they may already have downloaded and saved it when it was being shared).

Completion of a relationship

Only a mentor or a site administrator may mark a relationship as completed, and once this has been done, no further sessions, notes or documents may be added to the relationship record.

Evaluation of mentoring relationships

Depending on how the mentoring programme is being run, you may be asked to complete one or more sets of evaluation questions at various points relative to the start and end dates of the mentoring relationship. Most commonly, a 'post-relationship' evaluation is used, which is triggered when a relationship is marked as completed, either by the mentor or by an administrator. In some programmes, you may also be invited to provide pre-mentoring evaluation feedback (which is gathered during the early stages of a relationship) and/or follow-up feedback (which is requested three months after a relationship has been completed).

When an evaluation is available, a link will appear next to the relevant relationship in the 'My mentoring' tab. Any evaluation feedback you provide will be accessible and identifiable by system administrators, and you will be given the option of whether to also share your responses with your mentor for any given relationship.

Viewing details of past relationships

Any past relationships may be viewed via the 'Past mentoring' list on the 'My mentoring' tab on your Home screen. For any past relationship you may view / download any notes or documents which were uploaded by you or shared by your mentor, as well as viewing summary information on the relationship dates and the mentor involved. You may not alter any recorded information for a past relationship.

Viewing and updating your profile

Your profile is the collection of information that the system holds about you in order to best facilitate your mentoring activity (including matching you to the most appropriate mentors) and to support the mentoring programme. Most of this information is accessible by system administrators and by mentors with whom you have undertaken a mentoring relationship.



Your summary profile information can be viewed by clicking on the 'My profile' tab on your Home screen, and may then be updated by clicking the 'Update my profile' button. You are advised to review your profile regularly and ensure that it is kept updated, in order that you can be assigned to the most suitable mentoring relationships. Many of the profile fields are optional, but the more information you choose to provide, the better mentoring matches you are likely to achieve.

Certain parts of your profile are never shared with other system users or administrators: your user password is kept secret, and any equality monitoring information you may have provided is used only to generate aggregate reporting statistics; your individual responses are never made available to anyone.

Mentoring resources

The administrators of the mentoring programme may choose to make general resources available to mentees through the Mentoring Hub system from time to time. These can be accessed via the 'Resources' tab on your Home screen.

Your messages

From time to time, Mentoring Hub administrators may send out messages to specific users or selected groups of users. Any messages which are relevant to you will be displayed in the 'Messages' tab accessed from your Home screen relationship – a number on the tab indicates how many, if any, unread messages are waiting for you (you will receive an e-mail alerting you when a new message has been sent to you).

When viewing a message, along with the message text there may be one or more associated documents available to view. If associated documents are present, these will only be available to access via the Mentoring Hub system; in the interests of security and efficiency these are not sent as attachments in the alert e-mail.

Once you have opened a message, you have the option to send a reply to the system administrator if appropriate. Your 'Messages' tab will display a list of any previously-viewed messages, and will indicate if and when you have sent a reply to each of these.

Using the system as a different user type

If you are registered as more than one user type on the system (for instance, as a mentor and also as a mentee), you may switch between these user types at any time by using the 'Switch view' dropdown at the top of the page. The status bar above the 'Switch view' dropdown will indicate which view you are currently using; it is only possible to view one view at any one time.

When you are registered as more than one user type, certain parts of your profile information may be specified separately for each user type – for instance, your intended outcomes as a mentee will likely be different from the outcomes that you assist other



mentees in reaching as a mentor. Other parts of your profile information, for example your telephone/e-mail contact details, will be used across all your registered user types.

Further questions

If you have any further questions regarding the use of the Mentoring Hub, please contact nwla.coachingandmentoring@nhs.net.