Leadership Academy

North West

NHS North West Leadership Academy Mentoring Hub

A guide to using the Mentoring Hub as a Mentor

Any current mentoring relationships into which you have entered will be listed in the Mentoring Hub is an online system which facilitates the matching of mentors with mentees, and allows the management of subsequent mentoring relationships, retaining a record of relationship details and accumulated mentoring hours 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 current mentees', 'My mentoring requests', 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.

Managing your current mentoring: Introduction

Any current mentoring relationships into which you have entered will be listed in the 'My current mentees' tab, which is displayed by default when you navigate to your Home screen. The 'current mentees' list displays summary details of each live relationship, and clicking a 'view/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 mentee. 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 mentee will be notified by e-mail, and likewise you will be alerted to any session dates proposed / logged by the mentee.

Your mentee 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 added to your total mentoring hours record, and any past sessions logged will also automatically be deemed to have taken place and therefore count toward your total mentoring hours.

Either you or your mentee 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 your 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 mentee. Notes and documents are secured on the system in order that no-one else except you (and your mentee, 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 mentee 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

Mentors are asked to provide an estimated end date for each relationship from the outset, and may mark a relationship as completed by checking the 'This relationship has now ended' box, and specifying the date of completion and any relevant closing comments. 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, your mentees 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, mentors are also asked to provide evaluation feedback at the point at which a relationship is completed. If this is the case for your programme, you will be taken straight to the evaluation screen upon marking the relationship as completed. You will then have the option to defer completing the evaluation, in which case the option to complete the evaluation questionnaire will remain available in your 'past mentoring relationships' list for a period of four weeks from completion of the relationship.

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 mentee for any given relationship.

Managing mentoring requests

The 'My mentoring requests' tab on the home page displays the details of any mentees who have requested a mentoring relationship with you using the system's 'search for a mentor' facility, but with whom you have not yet agreed or declined to enter a mentoring relationship – a number on the tab indicates how many, if any, mentoring requests are outstanding. Any new requests are displayed first; reviewing a new request will allow you to either approve the request and propose a date for an initial session; move the request to your waiting list; or decline the request. In each case the mentee will be e-mailed to inform them of your decision.

Any mentees whom you have placed onto your waiting list will appear below any new requests in the 'My mentoring requests' tab. Mentees on the waiting list may be reviewed at any time, whereupon you will have the option to either approve or decline the request for mentoring; again, the mentee will be e-mailed to inform them of your decision. A mentee also has the option to withdraw their request if their circumstances or requirements change in the meantime.

If a relationship is assigned to you by a site administrator, it will not appear in the 'My mentoring requests' tab, but instead will appear directly in the 'My current mentees' tab as a live relationship.

Viewing details of past relationships

Any past relationships may be viewed via the 'My past mentees' 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 mentee, as well as viewing summary information on the relationship dates and the mentee 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 mentees) and to support the mentoring programme. Most of this information is accessible by system administrators and by mentees with whom you have undertaken a mentoring relationship or who have identified you as a potential mentor in the system's search facility.
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 mentors through the Mentoring Hub system from time to time. These can be accessed via the 'Resources' tab on your Home screen.

Supplementary activity recording and reporting

Mentoring Hub allows you to record your create a diary/log of additional learning notes and documents. To access these facilities, click on the 'My activity' tab from your Home screen. Learning activities will be displayed for the time period currently selected; this defaults to the last month, but may be changed as required using the datepickers at the top of the page.

This screen also displays a list of sessions in which you have participated as a mentor, during the specified time period.

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 Mentoring Hub, please contact **nwla.coachingandmentoring@nhs.net**.