



State of South Carolina

Department of Social Services

Policies and Procedures: Child Welfare Services

Subject:	Child Welfare Mentoring Program
Authority:	N/A
Standards:	Guiding Principles and Standards (GPS) Practice Model
Application:	Child Welfare case managers, team leaders, and team coordinators (Investigations, Family Preservation, Foster Care, Adoption, Out of Home Abuse and Neglect (OHAN)); County Directors and Adoption Administrators; Regional Performance Coaches
Purpose:	
To detail requirements and procedures of the South Carolina Department of Social Services (DSS) Child Welfare Mentoring Program. This program seeks to pair Mentors (Regional Performance Coaches) with newly certified case managers to enhance professional development, develop and strengthen quality case practice skills, increase retention, improve the performance and overall learning experience of the onboarded case manager during the first six months of employment.	
Policy Statement:	
An onboarding case manager must be paired with a Peer Support Case Manager through the Child Welfare Academy Pre-Service Certification training and completion. Regional Performance Coaches will serve in a mentor capacity following Child Welfare Pre-Service Certification for up to 90 days from certification date. Mentors (Regional Performance Coaches) will check-in a minimum of once monthly, with newly certified case manager(s) up to 90 days from certification date.	
Policy Administration:	
The Director of Child Welfare Operations is the owner of this policy and they will review it on an annual basis.	
Procedures:	
A. Pairing Process and Expectations	1. An onboarding case manager must receive peer support during Child Welfare Academy Pre-Service Certification. 2. Team leaders and/or Program Coordinators team with Regional Performance Coaches to oversee the newly certified case manager during and after their Child Welfare Pre-Service Certification. a. Regional Performance Coaches serve as part of the support team for onboarding case managers in Child Welfare Pre-Service Certification training.

	b. Regional Performance Coaches (Mentors) serve in a mentor capacity following Child Welfare Pre-Service Certification up to 90 days from certification date. 3. Mentors will be notified of the certification of onboarding case managers. 4. The Mentor collaborates with the Mentee's team leader to identify areas in which there is a need for additional support and guidance provided to the Mentee. a. The Mentor will meet with Mentee's team leader to establish communication approaches and expectations beneficial to supporting the Mentee. b. The Mentor will establish meeting agreements with the Mentee and Mentee's team leader. 5. The Mentor schedules routine meetings with the Mentee that may be held in the following settings: a. Traditional or One-on-One Mentoring b. Group Mentoring c. Distance or Virtual Mentoring d. Impromptu Situational Mentoring 6. Mentors will check-in a minimum of once monthly, with Mentee up to 90 days from certification date. 7. County Directors will support all participants involved in the mentoring process, provide guidance, and address any barriers to the continuing success and completion of the mentoring program.
B. Mentor Roles and Responsibilities	1. The Mentor will assist the Mentee in progressively building quality case management practice, knowledge, and skills. The Mentor will conduct routine peer reviews of documentation and case reviews to engage in a collaborative feedback process. The Mentor will discuss strengths and areas needing improvement for quality practice with the Mentee and the team leader. 2. The Mentor will not function as designee for the Mentee's team leader. All case management activities and decision-making responsibilities will remain between the Mentee and the team leader.
C. Monitoring and Continuous Quality Improvement	1. Mentors will maintain a record of the monthly check-ins with the Mentees. 2. The Mentor includes the team leader in the final check-in that will typically occur 90 days after certification to provide feedback and information that will inform the remainder of the Mentee's first year of employment.

	• The team leader will be provided the information to upload into the individual's personnel folder 3. The Mentee completes a survey of the mentorship experience spanning onboarding to the conclusion of the mentorship program at six months. 4. Team leaders and Mentors complete a survey of the mentorship program that is provided to Child Welfare leadership. 5. Child Welfare leadership utilizes the survey feedback to assess the mentorship program and adjust as needed.
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Forms:	<u>DSS Form 3766</u>
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Glossary:
Distance Mentoring or Virtual Mentoring: a mentoring arrangement in which a mentor and mentee(s) are in different locations and meet virtually. Group Mentoring: a mentoring arrangement in which a single mentor is matched with more than one mentee. Impromptu Situational Mentoring: a circumstantial mentoring arrangement that could be a traditional, group, or virtual setting that is intended to address a specific purpose, career goal, or skill acquisition. Mentorship: a professional partnership in which a Regional Performance Coach with more experience, expertise, and knowledge supports, teaches, advises, guides, coaches, and helps a newly certified case manager develop professionally. Mentor: a certified, experienced Regional Performance Coach with expertise who advises, sponsors, trains, teaches, guides, coaches, and supports the professional development of a mentee from certification until the individual reaches six months of employment since date of hire. Mentee: a newly certified Case Manager who receives training, guidance, support, and advisement on professional development by a Mentor. Onboarding Case Manager: a newly hired case manager receiving peer support while completing the Child Welfare Academy Pre-Service Certification process. Peer Support: an experienced case manager chosen by the team leader to guide the learner through the On-the-Job training (OJT) experience. Routine Meetings: meetings that should occur on a consistent pattern that can be weekly, bi-weekly, or monthly as agreed upon by mentor and mentee.

Traditional Mentoring or One-on-One Mentoring: a mentoring arrangement between a mentor and a mentee that occurs in-person that may be a shadowing opportunity.