

Title: Standard Operating Procedure for Mentor Onboarding Process

Effective Date: September 2024

Purpose:

This SOP outlines the mentor onboarding process for Move In Day Mafia (MIDM), ensuring that all mentors meet background check requirements, are properly assigned to roles, and are prepared to support scholars effectively through their orientation and mentorship duties.

1. Introduction

The Mentor Onboarding Process is crucial for ensuring that qualified, vetted, and well-prepared mentors are assigned to provide guidance and support to scholars. This SOP defines the steps from initial application to mentor assignment, background checks, and orientation attendance, ensuring a smooth and efficient transition into the mentorship role.

2. Scope

This procedure applies to all mentors joining the MIDM organization. It covers background checks, mentor assignments, and orientation procedures, including Front of House (FOH) and Back of House (BOH) roles.

3. Roles and Responsibilities

- **Don of Student Support Team (SST):**
 - Oversees the entire onboarding process, ensuring mentors complete background checks and are assigned to the appropriate roles.
 - Communicates with Patrice at mafiaadmin@projectdreamlight.org regarding confirmation of payments and background check approvals.
 - **Patrice (Background Check Coordinator):**
 - Processes mentor background checks and confirms approval status to the Don of SST.
 - **Mentors:**
 - Required to complete a background check via Checkr before being assigned scholars.
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4. Mentor Onboarding Steps

Step 1: Application and Background Check Process

1. **Background Check Requirement:**
 - All mentors must complete a background check through Checkr by paying the \$29 fee at www.moveindaymafia.org/backgroundcheck.
2. **Payment Confirmation:**
 - Once payment is made, the Don of SST must send a confirmation of payment to Patrice at mafiaadmin@projectdreamlight.org, who will initiate the background check.
3. **Background Check Processing:**
 - Patrice processes the background check and sends a confirmation of approval (or declination) to the Don of SST.
4. **Unapproved Background Checks:**
 - If a mentor fails the background check, they will be sent a **Background Check Declined Email** (see **Appendix 1** for template) informing them that they are welcome to volunteer in other teams that do not require a background check.

Step 2: Mentor Assignment

1. **Database Entry:**
 - Approved mentors will be added to the MIDM student database and categorized based on their role preference (FOH or BOH).
2. **FOH/BOH Role Assignment:**
 - Mentors are assigned based on their preferences and interview assessment:
 - **Front of House (FOH):** Direct, student-facing roles with a maximum of 4 scholars assigned.
 - **Back of House (BOH):** Supportive, behind-the-scenes roles with a maximum of 6 scholars assigned.

Step 3: Mentor Orientation

1. **Orientation Scheduling:**
 - Mentors are required to attend a mandatory orientation session before being assigned scholars.
2. **Orientation Content:**
 - The orientation covers the following key areas (see details from attached **MIDM Scholar Orientation** slides):
 - **Who We Are:** Introduction to the MIDM and the Student Support Family.
 - **How Student Support Works:** Explanation of how mentors support scholars through monthly care packages, direct communication, and troubleshooting.
 - **Mentor Responsibilities:** Expectations for proactive engagement with scholars, including communication standards and school support.

- **Meetings and Expert Sessions:** Overview of required meetings (3 per semester) and upcoming expert sessions in various industries.
 - **Communication Channels:** Instructions on how to communicate with scholars and the MIDM team (Amber, Diane, Auntie Teej).
3. **Post-Orientation Scholar Assignment:**
- After attending orientation, mentors are formally assigned scholars:
 - **FOH Mentors:** Maximum of 4 scholars.
 - **BOH Mentors:** Maximum of 6 scholars.
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5. Monitoring and Continuous Improvement

1. **Tracking Mentor Progress:**
 - The Don of SST monitors mentor engagement, ensuring that all mentors complete orientation and maintain ongoing communication with scholars.
 2. **Continuous Improvement:**
 - The onboarding process will be reviewed annually based on mentor feedback and adjusted to enhance efficiency and effectiveness.
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