



CONNECT. COLLABORATE. SUPPORT. SUCCEED.

MENTOR GUIDE

For further information about EOWB's activities and services and to find other Eastern Oregon WORKS materials, please contact us at: info@eowb.org or visit www.eowb.org.



Welcome, Mentor!

We appreciate having you as part of an Eastern Oregon WORKS Summer Internship Program. Mentors are an important role in workforce development and providing quality support to the interns. Eastern Oregon WORKS would like to acknowledge and appreciate your contributions to the program's success and commitment, flexibility, and availability to the intern. Thank you for making the time to make a positive impact on local youth!

The Eastern Oregon WORKS Program exists to grow, support, and sustain a skilled workforce in eastern Oregon that contributes to individual, community, and business prosperity. Eastern Oregon WORKS was created because in eastern Oregon, local businesses have been telling us that they are unable to find candidates with key basic work skills to fill roles in their companies. We created the program to fill this need by using the Oregon WORKS internship program model.

What makes the Oregon WORKS internship model unique is that this program is about growing a workforce, promoting job opportunities, elevating local businesses, and attracting and retaining a new generation of talent in our communities.

What is the purpose of a mentor?

The primary purpose of a mentor is to provide support to interns who are new to the world of work. Interns who are beginning their first job may be insecure and overwhelmed, so having someone outside of the workplace whom they can safely ask questions and get support from can help. This may be done in different ways as each mentor has different strengths. Some ways a mentor can help support an intern are:

- Offer a trusted person to ask questions of
- Help the intern identify their strengths
- Support and encourage learning and growth
- Encourage interns to consider other perspectives

The majority of interns from the Malheur Works internship program shared that they felt their mentor was a valuable part of the program, with some saying it was their favorite part. Our hope is to provide this support to all Eastern Oregon WORKS interns to enhance their experience.

Your duties as a Mentor are to:

1. Complete the mentor registration process, including background check. Fill out the form [found here](#).
2. Complete the mentor orientation process
3. Connect with and support your intern
 - Meet with your assigned intern regularly (usually weekly or bi-weekly for about 15 minutes) to help guide their career journey
 - Assist intern with their weekly reports, as needed
 - Inform your internship program coordinator of any concerns, if applicable
4. Submit an exit survey about the mentorship

1. Registration

Please visit the webpage for the internship program you are interested in being a mentor for. Not all eastern Oregon internship programs offer mentors. After filling out the application, you will be instructed on how to submit an application for a background check.

2. Orientation

After your mentor application has been approved, you will receive instructions on how to complete the orientation process. This will vary by area and may be in-person, or via videoconference or other electronic process. The main points of the orientation will be to clarify expectations and to provide resources to help mentors be successful and well-supported throughout the internship season.

3. Connecting with your intern

In the first week of the program, you should have contact with your intern. This may be at the intern orientation, or your intern may reach out to you to find a day/time that works for your initial meeting. We recommend allowing a little longer for this first meeting (15-30 minutes) to help learn about your intern and build rapport. After the first week, meetings should be about 15 minutes, but you and your intern can adjust for weeks when there may be more to discuss.

If you don't hear from your intern by the beginning of the second week of the program, please reach out to them to schedule a meeting. We ask them to reach out first to help them build confidence and work on taking initiative, however, we know that they are often a bit timid and we always strive to meet them where they are.

We have learned that it is easiest if you can find a day and time each week that works and stick to that when possible. It saves the trouble of trying to find a new day and time every week. You may miss a week or two due to scheduling conflicts, but we ask that you reschedule a meeting rather than missing two weeks in a row. As you work hard to build rapport, it can be difficult to maintain if you are not meeting regularly.

★ Meet with your assigned intern regularly

Guidelines for check-ins

We strongly recommend scheduling check-ins to take place during standard business hours, Monday through Friday between 8:00 a.m. and 5:00 p.m. If you or your intern is unable to meet regularly during these hours, please let your coordinator know. For most mentors and interns the majority, if not all, of the interaction will take place via phone or video. However, for those occasions where an intern would like to meet with their mentor in person, Eastern Oregon WORKS has pre-approved the following in-person meeting locations:

- WorkSource Oregon Centers
- Public Libraries
- Schools (when open)

- The intern's host site (with host site permission)

If it is more convenient for you and your intern to meet somewhere other than the approved locations listed above, please contact your program coordinator and get written approval before meeting at an alternate location.

Virtual check-ins

[Zoom - Getting started guide for new users](#)

Conversation Starters/Check-in Outline:

- Listen to the intern actively
- Build trust with one another > unless specified upfront, the conversation between you and the mentee should remain confidential unless an issue to report is involved
- Be clear on your responsibilities and those of their Supervisor at their host site
- Emphasize questions over advice giving > As often as you can, use probing questions to help guide your mentee to explore possibilities and come to conclusions themselves instead of providing the direct answer
- Determine the intern's career oriented goals > share your own career and personal goals when appropriate and help the intern identify and achieve their work oriented goals; how to measure their goal for success
- Encourage and inspire the intern in their career journey > acknowledge their accomplishments; communicate your belief in their abilities; respond to their challenges and frustrations with words of support and understanding
- Assist the intern with finding resources such as people, books, articles, tools and web-based information to achieve their career goals and network with the local business community
- Equip the mentee with understanding and tools to make informed and ethical decisions
- Describe experiences, mistakes, and successes you or others have encountered on your career journeys
- Share about people and events that have inspired or motivated you
- Discuss what the intern plans to do after the internship program, identify the next step in their career path

Some questions to help you get started:

- What are your short-term goals?
- What are your long-term goals?
- What areas of life do you want to grow in?
- What are you good at?
- What skills do you want to develop?

Find more at: <https://www.togetherplatform.com/blog/questions-to-ask-a-mentee>

★ **Share Resources with them**

Sometimes an intern may need or want to grow their skills, feel free to share any resources with them. Remember that you are also a great resource and have your own knowledge to share! Here are some examples of great resources:

- <https://edu.gcfglobal.org/en/> “From Microsoft Office and email, to reading, math, and more—GCFGlobal.org offers more than 200 topics, including more than 2,300 lessons, more than 2,000 videos, and more than 50 interactives and games, completely free.”
- <https://go.oncehub.com/WSOWorkshops>-Resume building, interviewing and networking virtual workshops.

★ **Assist with reports**

Throughout the internship, interns are asked to submit a report or fill out a survey. They may or may not want assistance filling these out.

★ **Inform your internship program coordinator of any problems or concerns**

If you encounter any problems or concerns with your intern, please let the internship coordinator know as soon as you become concerned/aware.

★ **Mandatory Reporting**

In order to ensure the safety of our interns, all mentors are to fulfill the role of a mandatory reporter. Mandatory reporters are public and private professionals required by law to report suspected child abuse. Some examples of mandatory reporters include: medical practitioners, law enforcement personnel, employees of a public or private organization providing child-related services or activities, public and private school employees, and members of the clergy. Because of the nature of this work, and the close/direct contact with students, mentors fall under this guidance. Any concerns for an intern’s wellbeing, including possible abuse situations, must be reported and communicated fully. Details and policy information can be found at:

www.oregon.gov/dhs/abuse/pages/mandatory_report.aspx

Internship Program Contact Information:

Coordinator			
Phone		Email	

Assigned Intern Contact Information:

Intern		Position	
Phone		Email	

Intern's **Host Site** Information:

Host Site		Supervisor	
Phone		Email	

4. Submit an exit survey about your experience to help us improve

Please submit an exit survey to help the internship program be even better next year!
We ask that you be honest, be open and generous with constructive criticism and innovative ideas.