Australasian Housing Institute

2020 Mentoring Program
2020 MENTORING PROGRAM

Connecting aspiring and established housing professionals

The AHI Mentoring Program facilitates mentoring relationships, allowing members to share advice, knowledge and experiences.

The program enables links to be established between experienced social housing professionals from within the AHI membership and members who are seeking opportunities for career and professional development.

Who can be involved in the AHI Mentoring Program?

MENTEE REQUIREMENTS

The selection of mentees for the AHI Mentoring Program will be based on the following guidelines:

• An AHI member who may be a recent entrant to the social housing profession or wanting to move into a more substantial or different social housing role.

• Willing to listen, learn and challenge their ideas in order to get the most out of the mentoring relationship over the course of the mentoring term, usually 9 months.

• Availability to meet (by phone, e-mail, Skype or face to face) with their mentor at least once a month, over the course of the mentoring relationship. The minimum recommended time commitment is one hour per mentoring meeting.

• Willing to abide by the General Rules for Mentees and Mentors.

MENTOR REQUIREMENTS

The selection of mentors for the AHI Mentoring Program will be based on the following guidelines:

• An experienced social housing professional whose passion is inspiring an upcoming generation of leaders.

• 10+ years experience in the social housing sector.

• Current Certified Housing Professional (or willingness to undertake process to become a Certified Housing Professional during the mentoring relationship), or Lifetime Member.

• Keen to share knowledge, offer advice, share experiences and provide support to assist in the career development and professional growth of a mentee over the course of the mentoring term, usually 9 months.

• Availability to meet (by phone, e-mail, Skype or face to face) with their mentee at least once a month, over the course of the mentoring relationship. The minimum recommended time commitment is one hour per mentoring meeting.

• Willing to abide by the General Rules for Mentees and Mentors.

In 2020, the Mentoring Program is available to housing professionals located in NSW, Victoria, Queensland and New Zealand.
# WHAT ARE THE BENEFITS OF THE AHI MENTORING PROGRAM?

## BENEFITS FOR MENTEES
- Access to a professional role model
- Opportunity to develop new skills and knowledge
- Advice on developing strengths and overcoming weaknesses
- Guidance on professional development and advancement
- Formulate long term career goals and targets and support in achieving short term career goals
- Support with problem solving
- Exposure to new ideas and ways of thinking
- Increased visibility and recognition within the industry
- Expanded professional networks
- Eligible to log CPD points as part of the Certified Housing Professional program

## BENEFITS FOR MENTORS
- Personal and professional satisfaction from contributing to the profession and mentee progression
- Development of personal leadership and coaching styles
- Expanded professional networks
- Staying in touch with emerging issues relevant to less experienced social housing professionals
- Recognition as a subject matter expert and leader
- Extension of professional development record
- Exposure to new ideas and ways of thinking
- Eligible to log CPD points as part of the Certified Housing Professional program

## BENEFITS FOR EMPLOYERS
- Help employees reach their full potential; thus promoting their personal and professional development in a supportive way
- Enhance leadership and coaching skills in current and future managers
- Engage and motivate employees
- Enhance job satisfaction

## BENEFITS FOR INDUSTRY
- Develop relationships and cooperation across the sector
- Facilitate a transfer of knowledge between different cohorts in the industry
- Support a resilient, robust and adaptable industry equipped to grow, to meet challenges and recognise opportunities
WHAT ARE THE ROLES OF MENTEES AND MENTORS?

MENTEE ROLES
As a mentee, you will play many different roles during the course of your mentoring relationship. The following are some important roles for you to keep in mind:

• Identify the skills, knowledge, and/or goals that you want to achieve and communicate them to your mentor.

• Bring up new topics that are important to you at any point and give feedback to your mentor.

• Develop and maintain the mentoring action plan and work with your mentor to set up goals, developmental activities, and time frames.

• Work with your mentor to seek resources for learning; identify people and information that might be helpful.

• Look for opportunities to give back to your mentor; share any information that you think might be valuable.

• Take full advantage of this opportunity to learn.

MENTOR ROLES
As a mentor, your primary role is to provide guidance and support to your mentee based on his or her unique developmental needs. At different points in the relationship, you will take on some or all of the following roles:

• Give advice and guidance, share ideas, and provide feedback.

• Share information on “unwritten rules for success” within industry.

• Provide input to the mentoring action plan.

• Act as sounding board for ideas/concerns about career choices; provide insights into possible opportunities.

• Identify resources to help mentee enhance professional development and career growth.

• Expand the mentee’s network of contacts.
HOW DOES THE PROGRAM WORK?

The AHI Mentoring Program will typically run over an 8-month period.

Potential mentee or mentors complete a set of registration questions, which will be used to assist the mentoring committee to best-match mentees and mentors.

Once mentees and mentors matches have been accepted, participants will receive a login to online training and be invited to an intake networking event. At this face-to-face meet-up, pairs will receive guidance to help the mentoring process and have the opportunity to participate in their first official mentoring meeting.

Throughout the program, mentees and mentors remain responsible for managing the relationship with support and regular contact from the program manager and access to online training and templates.

At the end of the program a final networking event will be held to conclude the formal mentoring relationship, allowing participants to share experiences and give feedback about the program for future planning.

How can I register to become a mentor or mentee candidate?

- The member nominates themselves to participate in the program by completing the AHI online mentoring registration through their member login.
- The program coordinator and branch committee use registration information to match to mentees and mentors.
- If required, mentee or mentor candidates are contacted by the program coordinator or branch committee to assist a best-fit match.
- Applicants are informed of availability of best-fit match, for acceptance.

Note, typically, mentors will be limited to one mentee match per intake.

What is the cost?

To secure a place in the AHI’s mentoring program, mentees will pay $350 (inc GST) upon acceptance of their mentor match. Program participation also includes a $100 voucher for the mentee to use in attending other AHI events to further the mentee’s professional development.

There is no cost to be a mentor, their involvement is voluntary.
GENERAL RULES FOR MENTEES AND MENTORS

In applying for and entering into the AHI Mentoring Program it is understood that the General Rules for Mentees and Mentors are to be adhered to at all times:

- It is expected that mentees/mentors will complete the application form honestly, in order for the matching of mentors/mentees to be as successful as possible.
- As members, it is expected that mentees/mentors comply with the Institute’s Code of Conduct which is intended to give Institute members clear guidance about how to conduct themselves as social housing professionals.
- It is expected that mentees/mentors understand that no bullying, harassment or other unacceptable workplace behaviours will be tolerated.
- It is expected that mentees/mentors understand that the mentoring program will require time commitments and are pleased to give up some of their time to participate in the program and communicate with their mentee/mentor.
- It is expected that all mentees/mentors will enter into the mentoring relationship with a commitment to assist each other to develop and learn in an environment that will support honesty, fairness and respect.
- It is expected that the mentees/mentors, in becoming a part of the Mentoring Program, will share ideas, knowledge and experiences with their partner in the mentoring relationship.
- It is expected that confidentiality and privacy of the mentee/mentor will be strictly adhered.
- It is expected that mentees/mentors are aware that once the mentoring program has ceased, they are no longer a recognised mentor/mentee combination in the program though must maintain confidentiality and privacy.
- It is expected that mentees/mentors understand that once they have made the commitment to participate in the AHI Mentoring Program that if for any reason they cannot see the program through to its conclusion, they need to notify the program manager and their mentee /mentor as soon as possible.
- It is expected that mentees/mentors understand that non-compliance with the mentoring program rules and AHI Code of Conduct may result in removal from the mentoring program and further action as necessary per non-compliance with the AHI Member Code of Conduct or per the mentoring program grievance handling procedure.
- It is expected that if the mentoring relationship is not working for any reason, that the program manager will be notified immediately to ensure that the matter is addressed and if necessary the mentoring relationship prematurely closed.
- It is expected that mentees/mentors will notify the program manager in writing of any unresolved grievances or concerns regarding the program process or mentee/mentor conduct in a timely fashion.

Grievance Procedures

In applying for and entering into the AHI Mentoring Program it is understood that the General Rules for Mentees and Mentors are to be adhered to at all times:

1. Firstly, the mentee/mentor are encouraged to attempt to discuss the concern informally with the other party.
2. If issue remains unresolved, the mentee/mentor should raise the grievance in writing with the program manager including:
   a. outline of the nature of the grievance
   b. details of issues contributing to the grievance
   c. action taken to resolve the grievance, and
   d. desired action for resolution of the grievance.
3. Upon receipt of a formal grievance, the program manager will work to resolve the issue.
4. If attempts by the program manager are unsuccessful in resolving the issue or the matter is serious in nature, the program manager will escalate the grievance to the Executive Officer and Branch Director to agree action, which may include one or more of the following:
   a. premature closure of the mentoring relationship
   b. re-matching if a mentoring relationship cannot continue
   c. withdrawal from the mentoring program
   d. suspension or disqualification of membership, or
   e. other action deemed appropriate by the Australasian Housing Institute.
ABOUT AUSTRALASIAN HOUSING INSTITUTE

The Australasian Housing Institute is the professional body for everyone who works in social housing across New Zealand and Australia.

The AHI unites and supports a vibrant and self confident social housing profession across New Zealand and Australia. There are approximately 11,000 people working in paid and voluntary positions in public, community, Indigenous and supported housing services and in tenancy advice.