



Young Professional Committee

Chapter Mentor Program Draft Outline

February 2024

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Members of the 2020-2024 APCO International Young Professionals Committee compiled the following recommendations for Chapters who wish to implement a membership Mentorship Program. These recommendations are only advisory in nature and are intended to be best practice guidelines.

Purpose and Scope

Experienced members of APCO should be utilized as mentors for newer members, with the primary goal of being a resource to help make a successful transition into their chapter. The mentors will also serve as a resource for career growth and longevity within the progression and will serve to provide support and encouragement to new members.

Mentor Qualifications

The following qualifications are recommended for potential members:

- Maintain an active APCO membership with at least two years of membership.
- Have at least three years of experience in public safety communications.
- Training or leadership experience preferred.
- Provide a letter of recommendation from a supervisor, director, administrator, or the Chapter President. *See Appendix A: Letter of Recommendation.*
 - This letter should explain the candidate's ability to network, teach, tutor, coach, demonstrate, consult and provide quality feedback.
 - This letter should show that the candidate possesses a positive attitude and has the potential to be a positive role model.
- Other desirable qualities of a mentor include:
 - The ability to listen
 - Being approachable
 - Being available
 - Being open minded

Mentor Responsibilities

Mentors are the key component to a successful mentoring process. It is vitally important that mentors are fully aware of the importance of their role and are committed to fulfilling their responsibilities. The following are the recommended primary responsibilities for mentors:

- Mentors should obtain mentorship training that will be provided by their local chapter.
 - The Young Professionals Committee Mentorship Workgroup will make available sample training to those chapters interested in implementing a mentorship program.
- Mentors should continue to develop their abilities and leadership skills with continued education.

Examples of duties that a mentor can fulfill once connected with a mentee include:

- Mentor-mentee introduction. This includes introducing themselves and explaining their roles and responsibilities as a mentor.
- Providing the mentee resources about their chapter, such as meeting dates, how to become involved, available state committees, etc.
- Supplying the mentee with resources about APCO International, i.e., scholarships, RPL/CPE, national committees, etc.
- Encouraging the mentee to apply for scholarship opportunities through APCO and/or the local chapter.
- Encouraging the mentee to volunteer on a committee at the chapter or association level.
- Providing the mentee with volunteer opportunities at the state or chapter level, such as during conferences and other events.
- Encouraging the mentee to attend chapter meetings.
- Identifying additional training opportunities such as webinars, virtual conferences, etc.
- Providing the mentee with career guidance and support
 - The mentor should only provide guidance and support as opposed to making decisions for the mentee.
- Assisting the mentee with beginning to develop their professional network.
- Providing the mentee with additional information and support as needed.
- Conducting a mental health check-in with the mentee.

Program Facilitation

Each chapter should appoint a least one mentor program facilitator. The facilitator's responsibilities could include:

- Functioning as the point of contact for the chapter mentor program.
- Intake of interest forms and letters of recommendation from mentor candidates.
- Intake interest forms from mentees. *Appendix B: Interest forms.*
- Maintain a list of available mentors.
- Assist in the assignment of mentors to mentees.
- Period check-ins with mentors and mentees.
- Assisting with reassignment or other program needs as they arise.

Should it be found that a mentor has failed in their duty, it will be up to the facilitator and the chapter to remove the mentor from the program.

Each chapter should set up a method to accept interest forms from mentees and interest forms plus letters of recommendation from mentors. This can be accomplished on PSConnect or on the chapter's own website. The APCO Young Professional Committee Mentor Workgroup will work with individual chapters to build this out based on their individual needs.

It is recommended that chapters set up profiles for mentors so that a mentee can make an informed choice on their mentor. *Appendix C: Profiles*

A group will be created in PSConnect for all mentors nationwide. This is to encourage information sharing amongst active mentors.

This document will be added to the Chapter Toolkit on the APCO International website. Further promotion of the program will be up to the individual chapter.

Appendix A: A Letter of Recommendation

To whom it may concern,

I (name), a (position) at (agency name) would like to recommend (name of employee) for the chapter mentorship program. I am recommending them because (list reasons that they would excel at being a mentor).

Thank you for your consideration.

(Name)

Example:

I, Chris Burst, a Supervisor at Williamson County 911, nominate Brianne Hopson for the Tennessee mentorship program. I am recommending her because she has excellent listening skills, her passion for growth, and her ability to provide quality feedback. Brianne has been a CTO for our agency for two years and has been an employee with our agency for the last five years. Brianne is always bringing a positive attitude to the floor day in and day out. I believe that she would make an amazing mentor if accepted into this program.

Thank you for your consideration,

Chris Burst

Appendix B: Interest Forms

Example of Mentor Interest Form

Name: _____

Age: _____ Years of Experience: _____

Agency/Type (consolidated, PD/fire, etc.): _____

Location (City, State): _____

Position: _____

Email: _____

Brief Biography:

Qualities that make you a good mentor:

Current Career Goals:

Example of a Mentee Interest Form

Name: _____

Age: _____ Years of Experience: _____

Agency/Type (consolidated, PD/fire, etc.): _____

Location (City, State): _____

Position: _____

Email: _____

Brief Biography:

Qualities you look for in a mentor:

Future Career Goals:

Appendix C: Profile

It is recommended that the mentor/mentee profile has the information from the interest forms reformatted for online usage on PSConnect or Chapter website. It should be able to be modified either by request or by the mentor themselves for any major career updates.

As an alternative, mentor profiles can be the mentor's regular PSConnect profile. The mentor would be encouraged to fill out their profile so that a mentee could see their work experience, location, etc.