

WRHA Families First Home Visitor Mentorship Role

The Families First Home Visitor (FFHV) mentor is the primary resource person for the newly hired FFHV. Every newly hired FFHV will be assigned to a FFHV mentor. The role of the mentor is to provide guidance, encouragement and support while demonstrating how to use the Growing Great Kids curriculum in our work with families to achieve program goals.

The assignment of the FFHV mentor is decided based on an expressed interest of an experienced FFHV. This role can be shared in rotation amongst the team with each new hire, or using another process, dependent on what works best for each team.

The entire Public Health team is a valuable resource and encouraged to share learning opportunities with the new FFHV. The assigned Lead Role (LR) Public Health Nurse (PHN) will take the lead with orientation and works in partnership with the FFHV mentor to orientate the new FFHV. The WRHA Orientation Checklist for Public Health Staff and Nursing Senior Practicum Students and Roles and Responsibilities documents in the Families First Support Manual, are to be used to guide orientation.

Recommendations for Mentorship

First Day:

- Introductions and welcome
- FFHV mentor: _____
- Lead Role PHN: _____
- Building and site orientation tour
 - Include introduction and location of workstation, team members, washrooms, lunchrooms, meeting rooms, working alone binder, fire exit plans, parking, alarms, building safety leads, security and panic buttons.
- WRHA Organizational Structure – WRHA org chart, PPH org chart, and PH office locations. Overview of team membership and roles.

Ongoing Mentorship:

- Ensure the new FFHV has all current GKI Parenting Manuals and reviews which manuals are needed for the appropriate trainings
- The curriculum manuals are assigned to the position so if a person changes offices they leave the books behind. Based on copyright they should not be altering the books which includes writing in them.
- The IS, workbook for Tier 1 and PS manuals are issued to the person during training. Individuals may take with them if they changed offices. (If leaving their position to remain at office)

- Assist new FFHV in completing pre-readings and assignments prior to attending Tier One training (available in the HPECD Program Resource folder>Families First Orientation and Training)
- Introduce new FFHV to office reps. i.e.) Families First Practice Council (FFPC), Workplace Health & Safety (WPHS), Union rep etc.
- Introduce the Extranet (HPECD and orientation pages), shared drive (FFPC and HPECD Program Resource folder), Outlook, online and paper resources used within the team and program.
- Review and support the new FFHV in accessing the Families First Support Manual and orientation checklist.
- Orientate new FFHV to paperwork: Families First (FF) files, FF information sheet, documentation forms: progress notes, Home Visitor logs, MIS stats, etc.
- Orientate new FFHV to supplies and tools used in the curriculum. Including items such as sample binder that is given to families, camera and photography consent.
- Follow up weekly with new FFHV to ensure correct HPECD Database entry for first month (Review HPECD entries i.e.: phone calls, home visits, levels)
- Assist new FFHV to fill out the Caseload Management Worksheet at the end of the first month from hire
- Assist in coordinating shadow visits with the rest of the FFHV team.
 - Note: Post a blank calendar at the new FFHV workspace for other staff to schedule shadow visits. Mark dates that the new FFHV is unavailable to shadow due to training, orientation, etc

Shadow Visits Opportunities

- All FFHV's are asked to share their skills and knowledge through shadow visits with new staff members. This helps to support a cohesive team and provides an opportunity for hands on learning to develop a deeper understanding of the FFHV role.

How to introduce a shadow visit to a family (suggestion):

"We have a new home visitor in the office and part of our role includes having them shadow us for a visit; observe what a visit could look like and to observe how I work with families. Would you be okay if I bring them to the next visit?"

- Best practice is for FFHVs to mentor the new FFHV for the entire day. In smaller offices, teams are to arrange additional full day observation experiences with partnering community areas.
- Lead Role PHNs and Team Managers are to support arrangement of shadow visits.

There are 3 occasions when new FFHVs are provided with shadow visit opportunities:

1. Before they attend Integrated Strategies (IS) training

Objectives:

- Observe 1-2 shadow visits with a FFHV mentor. The FFHV mentor will debrief the visit afterward to answer questions.
- The Lead Role PHN starts reflective supervision in the first week of hire to provide support, oversee training, address questions and concerns.

2. After attending IS training and prior to attending Tier One training

Objectives:

- Observes 2-3 shadow visits with FFHV mentor. Learn how the FFHV mentor prepares for the visit; conducts the visit and documents the visit.
- These are observational visits for the new FFHV. Debrief the visit and answer any questions that arise once back at the office.
- The learning objective is to observe how the FFHV mentor intentionally works with the family using key program ingredients such as Actions Tools, CHEERS, connection, attachment and parent motivators. FFHV should bring their manual to follow along.
- After completing the log, the FFHV mentor will review it with the new FFHV focusing on the Action tools and solution focused starters, goal setting sections.
- During this time period, the new FFHV will complete the IS Skills Level One Questions 1-42 and review them with the LR PHN as part of reflective supervision.
- Completes all pre-reading assignments and activities in preparation for Tier training

3. After Completing Tier One training and prior to first independent home visit

Objectives:

- The new FFHV is to shadow 2-3 visits with different FFHV mentors. After each visit the new FFHV will document observations from the visit using the FF log and guidelines for completion of the log. After completion the new FFHV will review the log with the FFHV mentor.
- Prior to the first independent home visit the new FFHV will:
 - Complete the module preview form and review it with the FFHV mentor
 - Gather all necessary supplies; handouts
- After the visit, the new FFHV will:
 - Debrief the visit with the mentor FFHV
 - Complete the HV log using the guidelines for completing the log
 - Input the visit into the HPECD database
 - Review the HV log with the Lead Role PHN in reflective supervision