

ahi:

career +

mentoring program
information pack

About career +

Our career + mentoring program aims to capitalise on the existing skills and knowledge within your ahi membership to grow the potential of our future leaders. The program enables links to be formed between well-established social housing professionals with less experienced members who are seeking opportunities for career and professional development.

Who can be involved in career +

All program participants, mentors and mentees, must be members of the ahi. Mentees pay \$300 (excluding GST) upon acceptance of their mentor match. Corporate credits can be used by Corporate Members for mentorships. There is no cost to be a mentor, involvement is voluntary.

Mentee requirements

The selection of mentees will be based on the following guidelines:

- An Ahi member at early or mid-stage career who is seeking to further develop their skills and benefit from a more experienced member's knowledge, guidance and insights.
- 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 6 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 will be based on the following guidelines:

- An Ahi member who is a well-established social housing professional (mid to late-stage career) with a desire to contribute to a brighter future for the social housing sector through the growth and development of future leaders.
- Ideally, 5+ years managing people and an Ahi certified Housing Professional.
- 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 8 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

Benefits of career +

To 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
- Extension of continuing professional development record

To mentors

- Personal and professional satisfaction from contributing to the profession and mentee progression
- Recognition as a subject matter expert and leader
- Development of personal leadership and coaching styles
- Expanded professional networks
- Staying in touch with emerging issues relevant to less experienced social housing professionals
- Exposure to new ideas and ways of thinking
- Extension of continuing professional development record

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

For the housing 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
- Grow the potential of our future leaders

How does the program work?

1. Applications

From 2021, the mentoring program accepts applications from members on an ongoing basis, with applicants required to complete the mentee or mentor registration questions that aid best-matching.

2. Matching

During the last week of each month the matching process is conducted, with branch committee mentoring champions assisting the ahi program manager to review applications received in the first 3 weeks of the current month and last week of the previous month, and any applications held over from previous months. Applications for which best-fit match are not determined at the time of matching are held over for 6 months.

Mentee and mentor pairs do not need to be geographically located near each other as ongoing contact will be carried out via telephone, Skype or email. Pairings are proposed to mentee, then mentor for acceptance.

3. Training

Upon acceptance of pairing by mentee and mentor, pairs are provided with access to online training materials and tools to assist them to prepare and get the most from the mentoring experience.

4. Program commencement

An online mentoring induction meeting is scheduled for pairs to meet with the program manager to officially commence the 6-month program. At the induction the program manager will talk about what is envisaged for the mentoring program and support available. Mentees and mentors will also be invited to talk about their career to date and what they would like to achieve from the program. Following program induction, pairs hold their first meeting to complete a mentoring agreement.

5. Ongoing contact

Mentees and mentors are responsible for ongoing contact per their mentoring agreement. The format and regularity of ongoing contact will be determined by the pair and may include e-mail, phone, Skype or face-to-face meetings. The program manager will send regular check-in emails with tips and ideas for making the most of the mentoring experience and to assist the mentoring relationship to flourish.

6. Program conclusion

Pairs hold a final meeting to conclude the formal mentoring relationship. The final mentoring meeting is a time for mentoring pairs to reflect upon what has been shared and learned over the course of the mentoring relationship and to celebrate the achievement of goals. Following the final meeting, mentees and mentors are invited to complete a survey to share experiences and give feedback about the program.

General rules for mentees & mentors

In applying for and entering into the 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 ahi's Code of Conduct which is intended to give ahi 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 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 results 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.

General rules for mentors & mentees

- 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

- Firstly, the mentee/mentor are encouraged to attempt to discuss the concern informally with the other party.
- If issue remains unresolved, the mentee/mentor should raise the grievance in writing with the program manager including:
 - outline of the nature of the grievance
 - details of issues contributing to the grievance
 - action taken to resolve the grievance, and
 - desired action for resolution of the grievance.
- Upon receipt of a formal grievance, the program manager will work to resolve the issue.
- 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:
 - premature closure of the mentoring relationship
 - re-matching if a mentoring relationship cannot continue
 - withdrawal from the mentoring program
 - suspension or disqualification of membership, or
 - other action deemed appropriate by the ahi