

Responsibilities The mentor's role is to support the mentee with their needs without imposing their own agenda. Mentors will agree with the mentee how they wish the relationship to work adopting the most appropriate level of confidentiality. Mentors will be aware of, and adhere to any current legislation relating to activities undertaken as part of the mentoring service. The mentor needs to be aware of the limits of their own competence and operate within these limits. The mentor however has a responsibility to develop their competence through the practice of mentoring. Throughout the mentoring relationship, the mentee must accept increasing responsibility to manage the relationship (scheduling sessions, setting agenda, leading discussions etc.). The mentor should encourage the mentee's autonomy and empower them to take the lead. Mentors have a responsibility to highlight any ethical issues (such as conflicts of interest) that may arise during a mentoring relationship at the earliest opportunity. The mentee is responsible for keeping records of each session (content, issues and outcomes of each session) and ensuring the mentor also has a copy ahead of the next session. Both the mentor and the mentee are expected to undertake any tasks agreed between sessions.

Sessions As part of the mentoring scheme, mentors and mentees are required to schedule structured sessions at least once a month, dedicating a minimum of one hour to the programme across a month. The mentoring scheme is a six-month programme, however it is encouraged for mentoring relationships to continue independently beyond this time if appropriate. If either party wishes to leave the mentorship scheme before the end of the programme they must advise the mentorship team. The mentor and mentee share the responsibility of ending the mentoring relationship once it has achieved its purpose in order to avoid dependency. Either the mentor or the mentee may prompt the termination of the mentoring relationship, but a discussion should be had as an opportunity for mutual learning and reflection.

Reviews As part of the mentoring scheme, both parties are required to complete review surveys at three month and six month check-points to ensure effective reflection of the mentoring relationship and process.

Feedback After each session, it is recommended that mentees send a summary of the session (content, what went well, plan of action etc.) to the mentor through email.

Confidentiality Mentors and mentees agree to respect each other's privacy and understand that all information disclosed during mentoring sessions will be kept strictly confidential. Exceptions include either party being at risk of harm from anyone else, towards themselves or being a risk to others in any way. If there are any concerns which may impact a party or another's' well-being or safety, this must be shared with the appropriate agencies. Within the mentoring context, the mentor or the mentee may discuss raised issues with the mentorship team, if it is felt necessary by either party, but it has to first be discussed and agreed with the other party in the first instance.

Boundaries Both the mentor and mentee share the responsibility of maintaining and respecting boundaries throughout the mentoring relationship. Both parties should respect each other's time and other responsibilities, ensuring to outline communication rules/limits at the start of the mentoring relationship. The mentoring relationship should not be exploitative in any way, neither may it be open to misinterpretation. Mentors should never work beyond the bounds of their capability, experience and expertise to the point where they do not feel confident in providing the mentee with proper support. Where appropriate, mentors should seek advice or refer mentees to another point of contact or enterprise support professional.

Communication The mentor and the mentee should clarify upfront expectations on what communication (content, frequency, methods) each party is expecting between sessions. In the first session, the mentor and mentee should discuss the process for cancellations, disengagement etc. You must discuss and agree on how to deal with contact between sessions. Discuss whether e-mail or phone contact is acceptable and under what circumstances. Both parties are expected to think about how they would like to create a space where both feel comfortable to discuss needs and bring concerns to the session. Mentors and mentees are expected to behave professionally, and work towards developing a friendly relationship.

Workshops Both mentors and mentees are encouraged to attend the skills development workshops run by At The Heart and are encouraged to engage in appropriate external skills development where required.