

**Identifier:** SCC/LCC MENTOR 01

**Location:** State Coordination Centre (SCC) or Local Control Centre (LCC)

**Function:** Mentor

### 1. Responsibilities:

A mentor is an experienced member of the National Biosecurity Response Team (NBRT) who has been assessed as suitable to provide a mentoring and coaching role to people or teams in an Incident Management Team (IMT), either in an SCC or an LCC. A mentor can be deployed to carry out the following:

**Member of an assessment / review team** – where they may act as part of an assessment or review team, evaluating an IMT or function/s within the IMT. The mentor may identify shortfalls where an appropriate qualified and experienced mentor could provide coaching, encouragement and support to improve capability outcomes. A mentor undertaking this activity may be better suited to provide advice on the most appropriate mentoring resources to send.

**Team mentor** – where they may facilitate a team’s performance improvement through mentoring key staff.

**One on one mentor** – where they may be used to provide intensive assistance to an IMT member that requires guidance on or assistance with understanding their role.

**On-call mentor** – where they may be available to be contacted during the response to an incident. The on-call mentor may be utilised to test ideas without the formal mentoring approach.

**Coach** – where they may be utilised to improve performance of a specific function. This could include looking at a specific IMT function, identifying improvements and coaching the IMT member/s to implement them.

Mentors may also take on responsibility for long term mentoring and development of other NBRT members, as well as providing a ‘phone a friend’ option during NBRT activities.

### 2. Appointment:

A mentor may be appointed within their own jurisdiction or requested to deploy to assist another jurisdiction, to provide a mentoring role within an SCC or LCC. In either case, their appointment will identify the scope of their role and the individual/s or group/s they will be mentoring.

During their deployment, mentors will work with the nominated mentee/s, reporting to the SCC Coordinator or LCC Controller, if necessary, through the relevant Function manager.

### 3. Skills and Knowledge:

Mentors are highly trained NBRT members who can be utilised in their own jurisdiction or deployed to another jurisdiction as part of a biosecurity emergency response. In general, NBRT mentors have the following skills and knowledge:

- Understanding of biosecurity emergency response operations
- Knowledge of operational environment and functional areas
- Strong leadership skills, including adaptability, flexibility and ability to resolve conflict and solve problems
- Highly developed communication and interpersonal skills
- Have undertaken a mentor (or similar) training program.

**4. Tasks:**

**Pre-deployment**

Prior to being deployed to an SCC or LCC the mentor should:

- Identify appropriate contact points within the SCC/LCC
- Make contact with the mentee/s to establish a relationship and prepare necessary materials and or equipment to assist with mentoring activity
- Agree on the scope of the mentoring being requested
- Seek and receive appropriate incident specific information, including situation report/s and latest Incident Action Plan

**During deployment**

During deployment in an SCC or LCC the mentor should:

- At the beginning of shift:
  - Obtain briefing from SCC Coordinator / LCC Controller
  - Receive handover from outgoing mentor, if appropriate.
- Brief mentees on the role of a mentor and how this will be applied in this situation
- Brief mentees on their responsibilities (see below)
- Maintain the safety of the mentor and mentee/s at all times
- Utilise appropriate methods to provide support
- Maintain situational awareness
- Identify and agree on an end point for the mentoring engagement
- Identify potential challenges and work with mentee/s to address these
- Maintain records, consistent with SCC/LCC requirements
- Provide feedback to mentee/s in a constructive and supportive way
- Monitor the mentoring relationship and take action to address, if required
- Debrief mentee/s, at the end of each day and as required throughout the response.
- Maintain a record of debriefings conducted and outcomes.
- At the conclusion of shift:
  - Provide a briefing to the SCC Coordinator / LCC Controller on the outcomes of the mentoring process
  - Provide a handover to incoming mentor, if appropriate.

**Post deployment**

- Follow up on actions agreed between mentee and mentor during deployment.

**Mentee/s responsibilities**

In order for the mentee/mentor relationship to be effective, the mentee should:

- Accept the mentor as being able to provide trusted and experienced advice
- Agree on boundaries and confidentiality
- Receive feedback and advice in the spirit it is offered
- Work with the mentor in an open and constructive atmosphere
- Identify if the mentoring relationship is unsuitable.