Standard Operating Procedure (SOP) Assignment of Onboarding Mentor or Supervisor

This SOP details the **assignment of onboarding mentors or supervisors** to new employees, outlining the process for selecting experienced personnel to guide and support newcomers during their initial integration period. The procedure aims to facilitate smooth onboarding, enhance employee engagement, and ensure comprehensive training and adherence to company policies by providing clear roles and responsibilities for mentors or supervisors in the onboarding process.

1. Purpose

To establish a standardized process for appointing onboarding mentors or supervisors who will ensure effective integration, training, and support for new employees during their initial employment period.

2. Scope

This SOP applies to all departments and new hires within the organization. It involves the HR department, department heads, assigned mentors, supervisors, and new employees.

3. Definitions

- **Mentor:** An experienced employee assigned to guide and support the new hire throughout the onboarding process.
- **Supervisor:** A managerial role responsible for overseeing the new hire's work and integration.
- **Onboarding:** The process of integrating a new employee into the organization, including training, orientation, and familiarization with company policies.

4. Responsibilities

Role	Responsibility
Human Resources (HR)	Oversee the mentor assignment process; provide onboarding checklists and training materials.
Department Head/Manager	Select suitable mentors/supervisors based on experience and availability.
Mentor/Supervisor	Serve as primary contact for the new employee; provide training, support, and feedback during onboarding.
New Employee	Engage actively in the onboarding process; seek support and clarification as needed.

5. Procedure

1. **Initiation**
   - Upon acceptance of a job offer, HR notifies the relevant department of the new hire's start date.

2. **Mentor/Supervisor Selection**
   - Department head reviews potential mentors/supervisors based on experience, workload, and skills.
   - Department head confirms availability and willingness of selected personnel to serve as mentor/supervisor.

3. **Assignment Communication**
   - HR formally communicates the mentor/supervisor assignment to the new employee and the assigned mentor/supervisor prior to start date.

4. **Onboarding Support**
   - Mentor/supervisor welcomes the new employee and provides a structured orientation according to the onboarding checklist.
   - Mentor/supervisor meets regularly with the new employee, monitors progress, addresses questions, and provides feedback.

5. **Progress Review & Feedback**

- HR and the mentor/supervisor conduct periodic reviews of the new employee's onboarding progress (e.g., after 30, 60, 90 days).
- Feedback is provided to the new hire and used to improve the onboarding process.

6. **Completion**
   - At the end of the onboarding period, a final assessment is conducted.
   - Mentorship role may be concluded or transitioned to regular supervision.

6. Documentation

- Completed onboarding checklist for each new employee
- Mentor/supervisor assignment records
- Progress review forms and feedback reports

7. References

- Employee Onboarding Policy
- HR Onboarding Checklist

8. Revision History

Version	Date	Description	Author
1.0	2024-06-30	Initial SOP release	HR Department