



# Onboarding Support Person Guidelines

## Purpose of an Onboarding Support Person:

- To assist in helping the new employee feel welcomed and connected during their first week and throughout their first 3 or more months on the job.
- To help the new employee adjust to the culture and their new work environment.

## Supervisor Responsibilities:

- Select a positive role model.
- Ensure that participation in the program is strictly voluntary.
- Ensure that the onboarding support staff will have time to be accessible to the new employee.
- Check in with the staff and new employee regularly to assess if the Onboarding Support Person role is helpful.

## Role of the Onboarding Support Person:

- Introduce yourself and welcome the new employee during their first week of work.
- Introduce the new employee to others.
- Give the new employee an opportunity to connect with you and their peers.
- Plan to follow up with the new employee on a weekly or bi-weekly basis for the first 3 months as able. 30-60 minutes in duration is recommended.
- Show the new employee resources in the workplace.
- Answer the new employee's general or routine questions and refer them to pertinent resources.
- Refer the new employee to their supervisor/manager for job-specific questions.
- Describe/explain Team City culture.
- Always remain professional.
- Respect confidentiality.

## An Onboarding Support Person Does Not:

- Replace the supervisor/managers role or take on any supervisory or lead duties.
- Act as the “go-to” person re: assignments, business decisions, etc.
- Provide training and or assess performance.
- Act as a career mentor or job coach.

## Time Commitment:

Weekly or bi-weekly as able for 30 minutes for first 90 days after a one-hour initial meeting during week one. If both individuals agree, it is recommended to continue this relationship throughout the new hire's first year of employment.

## Tips:

You do not have to be an expert or know everything to be an Onboarding Support Person. Just focus your attention on assisting the new employee with an open mind and good attitude and identifying resources as needed. Ask questions like “What do you need?” or “How can I help?”

## Sources:

- <https://hr.smcgov.org/buddy-program-faqs>
- <https://www.shrm.org/resourcesandtools/tools-and-samples/hr-qa/pages/whatistheadvantageofabuddysystem.aspx>

## Need assistance with your New Employee Onboarding?

Contact Human Resources at [HR@cityofmadison.com](mailto:HR@cityofmadison.com) or speak with your HR Analyst for assistance.