

## Induction Buddy Guidelines

The buddy scheme is designed to help new international staff to ease the transition of moving to a new city and settle into life in London.

This document aims to outline the responsibilities of a buddy and provide guidance and support to teams.

### **The role of a buddy**

The allocation of a buddy is to help support a new member of staff in the early stages of their employment with the Trust. Their aim is to assist with a smooth start through the initial few weeks and months in the employee's new role and hopefully improve employee retention.

### **Key characteristics of a buddy include:**

- **Communicator:** A buddy should encourage open communication. The buddy should provide relevant information to the new employee.
- **Role Model:** The buddy should be a model employee and exemplify the trusts values.
- **Motivator:** The buddy should have a positive outlook on his/her work and use that perspective to help build self-confidence and loyalty in the new employee. The buddy should lead by example.

### **Responsibilities of a buddy:**

A buddy provides informal guidance to the new starter on the cultural and social norms of the area or team and of the wider Trust.

The main purpose of the buddy is to:

- provide an informal point of reference and friendly face in the first few weeks/months of the job
- reduce the initial confusion and uncertainty faced by new starters
- assist in answering day- to-day and general queries on orientation and basic operational issues in a timely and helpful way
- encourage communication and prevent the new employee from feeling isolated
- connect new employees with other staff members
- support the induction process

### **Typical tasks assigned to a buddy might include:**

- showing the new starter around the building, fire evacuation route and meeting point
- explain how to gain entry/exit to the building
- explaining local processes as relevant
- pointing out catering or other facilities
- accompanying the new starter to lunch on their first day(s)
- introducing the new starter to people that they might not come into contact with as part of their role, but who they are likely to meet around the office.

### Advantages of having a buddy include:

- Ensure that the employee has an independent staff member not involved in training/ supervision whom they can confide in.
- Enable new employees to become knowledgeable about department practices and organisational culture in a shorter period
- Ensure that routine queries regarding basic operational issues are dealt with expeditiously
- Reduce the initial confusion and uncertainty faced by all new employees
- Increase the new employee's self-confidence allowing him/her to focus on adding value to the organization.
- Enable the employee to discuss in confidence any work-related issues, any health concerns or a home situation that may be impact on work with someone that is not their line manager/ supervisor.

### What A Buddy Is Not

A buddy shall not be required to assume any of the following roles:

- **Mentor:** Someone, typically more experienced, who is involved with the all-round development of an individual (personal and professional).
- **Manager:** Someone responsible for the new employee's performance. If queries arise regarding performance, disciplinary or policy matters, the buddy must direct the new employee to their manager for discussion.
- **Clinical supervisor:** Someone who is responsible for providing clinical training or ensuring competencies are fulfilled.

A buddy should not tackle issues relating to the new starter's appointment or formal arrangements within the area (for example performance expectations and standards, training, or the arrangements for personal appointments during working hours). The buddy should be made aware that they should refer any serious pastoral or welfare issues relating to the new employee's role to the line manager in the first instance.

### What the Buddy Expects From their New Employee:

- Honesty and openness
- Keeping to arrangements that have previously been agreed with the Buddy
- If meetings with the Buddy needs to be cancelled this should be done with prior notice.