**Mentor Program at RCH ED**

Started in response to staff needs, to provide support when ED CNE or CRN were on vacation or otherwise lacked capacity. Was designed to support new staff and staff transitioning into new positions in the ED.

As CNR I was responsible for:

1. Forecasting when mentors would be needed and schedule mentors
2. Providing role description and expectations
3. Providing list of staff for mentor to focus on each shift (maintained in collaboration with CNE)
4. Receiving feedback on staff progress and concerns from mentor
5. Escalating to leadership team as appropriate and aid with difficult conversations and learning plan development as needed