

Role of a Buddy

Characteristics and Qualifications

- Volunteered to be a Buddy
- Employed with HSPPR for 90 days or more
- Letter of reference from direct supervisor
- Strong job performance and in good standing with HSPPR
- Has sufficient knowledge about HSPPR
- Is a peer of the New Hire
- Has patience, good communication, and interpersonal skills
- Has the time and ability to be accessible to the New Hire
- Enthusiastic, skilled, and willing to help
- Leads by example, exemplifies core values, and has a positive outlook on their work, the organization, and their peers, and be able to use that perspective to build confidence and trust

Responsibilities

- First point of contact for New Hire (after HR)
- Provide support to ease New Hire into their role and ensure a positive onboarding experience
- Be a resource navigator for New Hire – help them decide who to approach with questions or issues
- Take New Hire on tour and introduce to colleagues
- Help to reduce the initial confusion and uncertainty faced by new or transferring employees
- Support the manager by allowing them to focus on job-specific issues
- Have regular meetings with the New Hire for at least three months
- Share unstructured knowledge and resources
- Help the New Hire socialize and build cultural competence (learning norms and expectations)
- Be a contact for general information on policies, procedures, work rules, day-to-day operational issues, etc.
- Provide moral support
- Can answer basic job-related questions, but refer New Hire to their manager for specific issues
- Encourage new ideas
- Be an informal source of information with whom the New Hire can with speak honestly and directly
- Be available, but give the New Hire time to adjust to you and feel comfortable trusting you
- Be patient – relationships take time to develop
- Don't overwhelm the New Hire with information – take it slow

- Try to understand the new employee's personality and communication style and adapt accordingly
- Maintain a positive, proactive attitude
- Be a personal ally to help support psychological safety
- Alert managers about training needs or concerns
- Refer new hire to HR as appropriate

A Buddy does not

- Act as an expert on everything
- Replace the manager or supervisor – you are not in charge of making decisions for the New Hire or assigning tasks to them
- Act as a mentor – you are not responsible for developing the New Hire professionally or focus on career goals, but you may give advice if solicited
- Provide training
- Assess or be accountable for the New Hire's performance
- Share gossip or act as a confidant