

SJC Buddy Program

A general guide for our Onboarding Buddy Program for new hires.



Purpose

The purpose of the Buddy Program is to provide guidance and encouragement to new employees. This is intended to assist in acclimating them to their new position and the campus. The Buddy serves as a consistent point of contact to answer non-job-related questions about the college or routine procedures. In addition, the Buddy provides the new employee with an insider's view of "the way things work at SJC" and helps them to become a contributing member of the college community.

Some Benefits of Program

- Existing employees renew their commitment to SJC as guides to new employees.
- Existing employees step up as leaders and share institutional knowledge and experience.
- New Employee learns about SJC in a consistent way that works best for them.
- New Employee begins building a network of people and discovers ways to connect on campus.

Role & Responsibilities of Buddy

- Welcome the new employee on Day 1 and exchange contact info.
- Provide guidance, and encouragement, and answer non-job-related questions.
- Introduce them to pertinent community members.
- Provide informational tours of the physical campus, including where to find key offices/people. (IT, Campus Services, Pearson's Café, Baggot Street Café, Security, etc.).
- Help the new employee to learn SJC lingo (The Monks, "the Heff", OLC, etc.).
- Invite new employees to campus events to experience the culture of SJC in motion.
- Invite new employee to lunch or a coffee/tea break.
- Maintain confidentiality.

Tips for Buddies

- Listening is often all the new employee needs.
- Try to address questions and topics as they arise, avoiding too much information in their first week.
- Establish what form of communication works best for you & the new employee.
- Reminder: This is a professional relationship.
- Be patient & understanding. We were all new to campus at one point.
- Be supportive of the organization and employees at all times.
- By honoring the Core Values of the College, discourage gossip and speculation.
- The Buddy Program should assist the new hire in learning "the way things work" at the college. It does not serve as professional development or as a performance review.
- The Buddy Program will be supported by managers, but the Buddy is not a replacement for the role of a manager.
- Buddies do not answer questions related to employment conditions, work assignments, performance, conduct, time & attendance, leave, career opportunities and other questions for which the new employee's manager is responsible.

Having a Buddy is a Win/Win/Win Scenario

This offers significant benefits to the new employee, the buddy, and SJC:

Buddy Benefits	New Employee Benefits	SJC Benefits
Recognition as strong performer	One-on-one assistance	Increased employee motivation and retention
Expanded network	Jump-start on networking	Increased employee communication
Opportunity to motivate others	Single point-of-contact	Enhanced employee development
A fresh perspective	Knowledge of non-job-related information	Increased community involvement
Enhanced leadership and mentoring skills	A smoother acclimation period	Increased employee productivity

Buddy Selection Criteria:

An SJC employee that:

- Is committed to their job.
- Demonstrates high performance.
- Has patience and good communication skills.
- Is willing to help.
- Is a peer to the new employee.
- Is committed to the mission, vision, and values of Saint Joseph's College.
- Is proud of SJC and its role within community/higher education.