



Case Manager Mentorship Program Mentor and Mentee Roles and Responsibilities

The mentorship is intended to encourage, guide, and support the mentee as they progress in their role as an accountability court case manager. For the purpose of this mentorship, the program will provide technical assistance and support for administrative case managers.

Mentors shall have the following duties and responsibilities:

- A. Make initial contact with mentee via email to ascertain the needs of the mentee and assess how to best use their allotted time. The mentor shall schedule a site visit (virtual or onsite). The mentor shall draft a site visit agenda to ensure the identified areas of need are addressed and as a means to ensure the site visit stays on track. A copy of the agenda shall be submitted to CACJ upon the conclusion of the site visit or virtual meeting. *A sample site visit agenda is available upon request.*
- B. Answer mentee questions via email or telephonically as needed leading up to site visit.
- C. Conduct the site visit to provide one-on-one guidance in areas identified as important by the mentee and listed within the site visit agenda.
 - a. All site visits must be performed in accordance with the State Accounting Office (SAO) Travel Policy. Site visit activities performed outside of the SAO Travel Policy are NOT reimbursable.
- D. Complete the site visit evaluation for CACJ. The evaluation and site visit agenda must be submitted with any reimbursement requests (if travel was involved) to Ms. Sacha Greene, CACJ Certification Officer II. The reimbursement request forms will be released to the mentor and returned to CACJ for processing. *CACJ will disseminate an annual mentor program evaluation for completion.*
- E. After the site visit the mentor will continue to communicate via email, remotely or telephonically with the mentee as needed.
- F. If a second onsite visit is required, the mentor may request approval from CACJ.

Mentees shall have the following duties and responsibilities:

- A. Complete the mentorship application; identify areas of need and/or technical assistance.
- B. Be responsive to mentor-related communication.
- C. Prepare for the site visit. The site visit should maximize both the mentor and mentee's time. Plan to set aside one whole day to achieve the maximum amount of technical assistance.
- D. Follow-up with mentor after the site visit with any additional questions.
- E. Complete the site visit evaluation for CACJ.

For questions related to the CACJ Case Manager Mentorship Program please contact Ms. Sacha Greene, CACJ Certification Officer II, at Sacha.Greene@georgiacourts.gov.