

## **Standard Ten - Organizational Management**

*It is the policy of this agency that it has established organizational management practices and a prudent and reasonable rationale for staffing based on each program's statement of purpose and goals, needs for mentors and mentees, available community resources, staff and volunteer skill level, and ability to meet the NCMI Mentoring Institute Standards and Best Practices*

### **Policy 10.1 Minimum Requirements for Mentoring Staff and Volunteers (skills, education, experience)**

- **Minimum requirements for all mentoring positions (staff and volunteers) are documented within the agency's Employee Handbook and/or Organizational Management Practices (P&P)**

### **Policy 10.2 Written Job Descriptions for Mentoring Staff and Volunteers**

- **Job Descriptions for all mentoring positions and volunteers are documented with the Human Resources Organizational Management Practices (P&P) and/or Employee Handbook**
- **All mentoring staff and volunteers sign and date the written job description and the signed document is maintained in the staff personnel file/volunteer file**

### **Policy 10.3 Composition of Staff and Volunteers and Community**

- **The agency conducts an annual assessment of its composition of staff, volunteers and community and applies its findings and response to its annual recruitment plan and M&E Plan**
- **The practice of conducting the Composition of Staff and Volunteers and Community is located within the Organizational Management Practices (P&P - HR and/or Development)**

### **Policy 10.4 Eligibility Requirements for Mentors and Mentees**

- **Eligibility Requirements for mentors and mentees are documented within the Organizational Management Practices (P&P - HR and/or Development) and within the Mentoring Program P&P/Manual**

### **Policy 10.5 Comprehensive Program Management System**

#### **Policy 10.5.1 Financial Accountability Policy**

- The agency has a comprehensive Financial Accountability Policy and Procedure adopting GAAP to guide its financial practices, is documented within the Organizational Management Practices (P&P) and shall include policies and procedures for the following

Policy 10.5.1.1 Banking

Policy 10.5.1.2 Bookkeeping

Policy 10.5.1.3 Reporting System

Policy 10.5.1.4 Tax/Audit

Policy 10.5.1.5 Budget

**Policy 10.5.2 Human Resources Accountability Policy and Process**

- The agency has a comprehensive HR Accountability Policy and Process to guide its human resources practices, is documented within the Organizational Management Practices (P&P) and shall include the policies and processes for the following

Policy 10.5.2.1 Volunteer Development

Policy 10.5.2.2 Organizational Policies and Procedures

Policy 10.5.2.3 Documentation (Personnel and Volunteer Files)

Policy 10.5.2.4 Staff Evaluation

Policy 10.5.2.5 Staff Development

**Policy 10.5.3 Payroll and Timesheet Policy**

- The agency has a comprehensive policy and process to effectively document payroll and timesheet management and is documented within the Organizational Management Practices (P&P)

- See Example Timesheet

**Policy 10.5.4 Travel and Mileage Reimbursement Policy**

- The agency has a comprehensive policy and process to effectively document travel and mileage management and is documented within the Organizational Management Practices (P&P)

- See Example Mileage Reimbursement Form

#### **Policy 10.5.5 Transportation Policy and Procedure**

- The agency has a comprehensive policy and process to effectively manage and train on its transportation policy and procedure and is documented within the Organizational Management Practices (P&P), the Employee Handbook and within the Mentoring P&P/Handbook

#### **Policy 10.6 Comprehensive Program Development**

- The agency has a comprehensive Program Development Policy and Procedure, is documented within the Organizational Management Practices (P&P) and shall include policies and procedures for the following

**Policy 10.6.1 Needs Assessment**

**Policy 10.6.2 Program Planning**

**Policy 10.6.3 Evaluation**

**Policy 10.6.4 Partnerships and MOUs**

**Policy 10.6.5 Reporting and Accountability**

#### **Policy 10.7 Annual Agency Financial Audit**

- The agency conducts an Annual Agency Audit and the policy is documented within the agency's Bylaws, the Organizational Management Practices (P&P) and the Financial Accountability Practices

#### **Policy 10.8 Public Relations and Communication Plan**

- The agency develops an Annual Public Relations and Communication Plan and the policy is documented within the agency's the Organizational Management Practices (P&P)

#### **Policy 10.9 Risk Management Plan**

- The agency develops and assesses an annual Risk Management Plan and the policy requirement is documented in the agency Bylaws and the policy and practice is documented within the agency's the Organizational Management Practices (P&P)

- See Example Risk Management Plan Template

#### **Policy 10.10 Forms and Documentation**

- Timesheet

- **Mileage Form**
- **Organizational Management Practices (P&P)**
  - **Financial Accountability Practices**
  - **HR Accountability Practices**
  - **Program Development Practices**
- **Agency Employee Handbook**
- **Mentoring Program P&P/Handbook**
- **Bylaws**
- **Annual Audit**
- **Risk Management Plan**

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