



# School of Dentistry Staff Ambassador Program

# Staff Ambassador Guide

The Staff Forum at the UM School of Dentistry has designed this guide to assist departments in orienting new employees to their work environment at the Dental School. The guide should be used as a reference tool for those individuals most likely to orient a new employee to their work area.

## Table of Contents

Introduction to UM-UMSD Staff Ambassador Program.....	3
Roles .....	4
Steps in the UMSD Staff Ambassador Program.....	5-6
Welcome Letter (Dean).....	7
New Employee Announcement Example.....	8
Department Pre-Arrival Checklist.....	9
Staff Ambassador Checklist.....	10
Monitoring Employee Success and Engagement.....	11

## Introduction

Congratulations on hiring your new employee!

A new employee comes to the University of Michigan full of enthusiasm and excitement. This fresh eagerness can either be nurtured or defeated depending on the first few weeks in their new job role. It is a time when new employees form perceptions about their job, morale, environment and their supervisors. The Staff Forum has developed a new staff employee ambassador program for all exempt and non-exempt staff at the School of Dentistry. We hope to create an environment that provides resources, tools, and a sense of inclusiveness by sharing our experiences and excitement. We would like to promote healthy workplace morale and supportive work relationships within the Dental School.

The purpose of the program is to help promote and guide welcoming new employees into the School of Dentistry community and to further facilitate their orientation to the School's culture and workplace environment. The program will provide tools, resources, and information necessary to welcome, direct, and acclimate new employees. Each New Employee will be assigned an Ambassador by their supervisor. For 90 Days, the Ambassador will serve as a guide into the School of Dentistry community and further facilitate their orientation into the School's culture. During the 90 day period, the Ambassador will meet with the new employee for check-ins, lunches, or attend Dental School-Wide Events to reduce anxiety and help the employee navigate their new work environment. A well-planned and executed orientation will result in a better understanding of what is expected of employees, supervisors, and departments.



## **Roles**

**Ambassador:** The Ambassador will play a vital role in helping the employee become acquainted with their department and the School of Dentistry, understanding the culture and the policies. This mentoring relationship allows the new employee to quickly connect to a peer in a non-supervisory setting.

**Role Description** An Ambassador is someone who will serve as a good role model to the new employee and is familiar with the day - to -day operations of the department. The Ambassador will share with the new employee the key services, policies, rules, and primary functions. If the supervisor desires, the Ambassador can also serve as the new employee's trainer.

**Qualifications**

- Satisfactory Employee Status (no write up and currently not in probationary period.
- 1 to 2 years of work experience inside the department. Ambassador should be familiar with employee's role and work unit.
- Strong communication and interpersonal skills
- Well regarded and trusted by others
- Has time to be accessible and available to the new employee
- Displays Patience and empathy

**Time Commitments** 90 day period (New Employee start date + 90 days). An Ambassador should not be assigned more than 2 new employees at a given time. Introductions to other staff members, possible lunch or break for coffee, tour of department facilities.

**Training** HRSC will conduct a 45 minute initial training session, providing resources, tips, and progress tracking tool for the 90 day period.

**Reports to** Ambassadors will report progress to their direct supervisor. HRSC will periodically check-in with the Ambassador and New Employee over the 90 day period.

**Supervisor:** The supervisor will be responsible for pairing new employee(s) with Staff Ambassadors in their respective departments. The supervisor will be responsible for sharing this information with HRSC as a part of the onboarding process.

The Staff Ambassador Program involves five important steps, starting with hiring a new employee and ending with the Human Resources Service Center (HRSC) receiving feedback from the new employee to ensure success and employee engagement in the workplace. More information on each step is provided below.

### **1. The Employee is Hired**

Once the offer has been accepted, the hiring department will work the UMMSD-HRSC to determine a start date for the new employee.

#### **Next Steps:**

- UMMSD-HRSC will provide SSC Employment Services with Start Date *(Please note that employees must start on a Monday to attend UHR New Employee Orientation prior to starting their role.)*
- SSC Employment Services will send the new employee an offer letter/orientation letter
- Supervisor assigns new employee with a Staff Ambassador and provides information to UMMSD-HRSC.

### **2. Department Pre-Arrival Preparation**

Before the employee arrives, the hiring department plans for the new employee's first day of work. The UMMSD-HRSC prepares department and the Ambassador for orienting using the following documents and processes, in conjunction with their own internal orientation process:

- Signed welcome letter from our Dean.
- Welcome gift and packet
- Checklists
- Supervisors are responsible for making sure the employee has building and system access.

### **3. Day One for New Employee**

The New Employee will attend the ½ day UHR New Employee Orientation on their first day. At the orientation, the employee will receive information regarding benefits, parking, MCard and complete an I-9.

After Orientation:

- Staff Ambassador will place Welcome packet and gift on Employee's desk or workstation prior to their arrival in the late morning/afternoon.
- Employee will report to UM School of Dentistry or Hospital (if applicable)
- Employee will meet their supervisor and their ambassador
- Ambassador will start to review items listed on the checklist *(i.e. policies, procedures, rules, introductions, and tour)*

**4. Day 2 – 90 for New Employee**

- Staff Ambassador will do a weekly check in with new Employee (via email, breaks, or lunch). Staff Ambassador will also invite new employee along to at least 1 Dental Schoolwide Event.

**5. Monitoring Employee Success and Engagement**

UMSD-HRSC will send out evaluations to the New Employee during the following periods:

- 30 days post hire date
- 90 days post hire date

UMSD-HRSC will also supply feedback to the supervisor and Staff Ambassador once the new employee has completed their 90-day evaluation survey.



# New Employee Onboarding Checklist for Departments

New Employee Information	
Name:	UMID:
Position:	Uniquename:
Department:	Date of Hire:
Human Resources	
<ul style="list-style-type: none"><li>➤ Confirm with UMSD-HRSC that all onboarding paperwork has been completed.</li><li>➤ UMID number/Uniquename</li><li>➤ Provide UMSD-HRSC with Staff Ambassador</li></ul>	
<b>Access Information</b>	<ul style="list-style-type: none"><li>➤ Establish access to appropriate computing resources and electronic files</li><li>➤ Key Requisition (<i>If Applicable</i>)</li><li>➤ Request OARS access/MyLinc Training (<i>if applicable</i>)</li></ul>
Administrative Procedures	
<b>General Administrative Procedures</b>	<ul style="list-style-type: none"><li>➤ Identify an Office/Desk/Work Station</li><li>➤ Locker/Personal Storage area</li><li>➤ Send in request to add employee to your static group (<i>if applicable</i>)</li><li>➤ Overview of the job duties and job description</li><li>➤ Outline of expectations for the new employee during probationary period</li><li>➤ Department Organizational chart</li><li>➤ Conflict of Interest/Conflict of commitment agreement</li><li>➤ Attendance Policy</li><li>➤ Vacation and Sick Policy</li><li>➤ Add employee's name to any email group lists, phone list, mailbox, or website.</li><li>➤ Establish a training schedule</li><li>➤ Create Business cards, name plate, or signage for new employee (<i>if applicable</i>)</li><li>➤ Confirm work schedule with employee</li></ul>



# Staff Ambassador Checklist

Employee Information		
Name:	Start Date:	
Position:	Manager:	
Department:	Completed by:	
Prior to First Day		
Welcome Letter from the Dean and Welcome Gift for Desk Welcome Packet from UMSD-HRSC Prepare a New Employee Announcement Key Requisition (From Employee's Supervisor)		
<i>Note: Items should be placed on employee's desk the day before their arrival.</i>		
Please review each item listed below with the new employee		
Review the Welcome Packet from HRSC with Employee Safety/Emergency Procedures <i>(If Applicable)</i>		
<b>Review Key Polices</b>	Department Mission Statement Departmental Procedures Requests for vacation or reporting illness Attendance Policy Holidays Time keeping	Office/Department Attire Disciplinary Policy Confidentiality Visitors Email and Internet Usage
Administrative Procedures		
<b>General Administrative Procedures</b>	Office/Desk/Work Station Logging into computers and systems Review of Shared Drive <i>(if applicable)</i> How/Where to obtains Office Key (s) <i>(if applicable)</i> Mail (Incoming and Outgoing) & Shipping (UPS) Team Member Introductions	Time Reporting System(s) Vacation Request (MiTools) Reviewing Dental School Website and MiTools Telephone System or Voicemail set up <i>(if applicable)</i> Office Supplies Work Hours, lunch and break schedules
Facility Tour		
Give the New Employee the Dental School Tour Safety Equipment: location of First Aid Kits, Emergency lights, Fire Alarm, etc.		
The items checked above have been explained by my ambassador and I understand this information		
Employee Name (Sign)		
I have met with this employee and discussed this information with him/her.		
Staff Ambassador (Sign)		

*\*Please turn in signed form to HRSC, 1110 Commons within 30 days of Start Date*



