



CERTIFIED ORGANIZATION PEER MENTORING PROGRAM

The National Biosolids Partnership (NBP) Biosolids Management Program (BMP) certified organizations have completed independent, third-party audits and execute their biosolids management operations with effective management systems that meet the requirements of the NBP BMP. Many of these organizations have expressed willingness to serve as mentors for trainee organizations that are learning about the NBP BMP process and are developing their own biosolids management programs. This document provides guidance for this mentoring program.

Goals

The goals of the NBP Certified Organization Peer Mentoring Program are:

- To provide additional, individualized support to trainee organization staff who are developing NBP BMPs.
- To have that support provided by peers who have actually developed NBP BMP programs, and can provide a unique perspective on the program, as well as provide additional ideas and solutions.
- To provide the certified organization mentors additional perspectives on their own programs, as they witness and help guide new program trainees.
- To provide the certified agencies with another level of recognition for their continued involvement in and advancement of the NBP BMP program.
- To increase the broad sharing of the goals of the NBP BMP program, including the culture of “going above and beyond” and continual improvement, so that it may further permeate the biosolids management profession.

Eligibility

NBP Certified Organization staff personnel serving as peer mentors should have the following experience:

- Have been in the BMP Coordinator position at a Certified Organization for a minimum of one year, including through at least one third-party audit;
- Or... have been in the lead Internal Auditor position at a Certified Organization for a minimum of one year, including involvement in at least one third-party audit;
- Or... have been in a lead position closely involved in the development and implementation of, or management of, the BMP/EMS program for a minimum of one year, including involvement in at least one third-party audit.

More than one person at a certified organization may serve as a mentor.

Ideally, a Certified Organization will mentor a trainee organization located within reasonable travel distance and, if possible, within the same state, allowing for sharing of information and experiences particular to the state and region.

The Certified Organization mentor and the trainee organization may share similar facility or organization traits, such as size of utility and/or types of processes – or they may not.

Mentor Responsibilities

The NBP Certified Organization Mentors are asked to voluntarily assist in the following ways:

- Establish one primary contact for the trainee to contact, understanding that questions may be redirected by the lead contact to other staff in the Certified Organization.
- Check the wefcom “NBP BMP Mentoring” community (<http://wefcom.wef.org>) regularly – up to ½ hour per week.
- Attend a one day initial site visit, if feasible, to the trainee organization in order to establish the relationship, assist with evaluation of the trainee organization’s existing biosolids management program, and help the trainee organization staff begin to develop their strategies for aligning their management system with the NBP BMP requirements. This assistance may be focused initially on defining the critical control points, setting up internal communications and training about the BMP, ensuring management review, and developing the BMP Manual.
- To continue to offer assistance, upon request of the trainee organization, including via wefcom, email and phone.
- To coordinate and communicate with the trainee organization’s NBP representative, as needed, to ensure the best, cooperative support to the trainee.
- And, optionally as requested, to be involved in occasional conference calls, to discuss particular issues with the entire new “Class” of trainees.

We expect that mentoring will be informal, flexible, and tailored to the needs of both organizations (the mentor and the trainee). The suggested mode of communication is through the wefcom “NBP BMP MENTORING” community: trainees can ask mentors questions and ask when a good time would be to have a phone call. Copies of any email correspondence can be forwarded to the NBP Program Manager, Lisa McFadden (lmcfadden@wef.org), as appropriate. Mentors will make suggestions, share documents, provide different perspectives, explain how they solved a problem, etc. Mentors are WEF volunteers. Whenever participating in a WEF volunteer activity, members are acting as representatives of WEF and have certain legal responsibilities including: Duty to WEF; Conflicts of Interest; Antitrust; and Indemnification. Please download and review WEF's Volunteer Legal Responsibilities at <http://www.wef.org/WorkArea/linkit.aspx?LinkIdIdentifier=id&ItemID=2290>. The focus of the discussion between mentors and trainees will be the Biosolids Management Program elements and system of the trainee and how the trainee organization can best meet the requirements of the NBP. The mentor and the NBP representative should provide consistent messages and advice, to the greatest extent possible, especially when preparing the trainee organization for a third-party audit. All decisions regarding the trainee’s BMP are to be made by the trainee organization.

NBP Responsibilities

The NBP will provide the following in support of Certified Organization Mentors and the mentoring Program:

- Assist in establishing the mentoring process between organizations, including support to trainee organizations in making connections with mentoring organizations, as necessary.
- Provide all active Certified Organization Mentors with all pertinent information about the training schedules, workshops, conference calls, webinars, etc. for the BMP training program, so that Mentors may have the choice to participate at their own cost.
- Upon completion of the trainee organization’s training, and with the recommendation of the applicable NBP program representative, award the Certified Organization Mentor with a new certificate naming the organization as both “certified” and as a select “mentor” – a new, higher level of organization recognition. This certification will recognize both the Certified Organization and the particular individual(s) who provided the mentoring.

Note Regarding Private Companies (Preparers): Because of potential concerns regarding competition, private company trainees can decide if they would prefer to have a mentor from another private company or a mentor from a public utility. The mentor will, of course, have the option of accepting or declining any request to be an organization’s mentor.