



Veteran Onboarding Program

Onboarding & Mentoring Roles and Activities

This document lists the key roles and activities for onboarding and mentoring a Veteran or Military Service Member.

New Hire: Veteran or Military Service Member who is new to Federal civilian workforce.

Onsite Sponsor: Appointed staff member who partners with a Veteran or Military Service Member during the first 30 days of employment to help orient him or her into VA.

Mentor: Veteran volunteer who provides cultural mentoring and transition assistance to the new hire.

Supervisor: Involved throughout the entire onboarding process to create an experience that reaffirms the Veteran's or Military Service Member's decision to join VA.



New Hire

- Accepts job offer.

Onsite Sponsor

- Learn the correct pronunciation of the new hire's name.
- Ask your supervisor about sending a [welcome message](#) to the new hire.
- Review the Point of Contact list provided by the supervisor.
- Help supervisor set up the new office space, as requested.

Supervisor

- Confirm with HR the new hire's start date and orientation date, time, and location.
- Assign an onsite sponsor.
- Review the sample welcome messages to [New Hire](#), [Onsite Sponsor](#) and [Staff](#) to determine if applicable.
- Assemble job expectation materials for the new hire and plan the first week of work assignments.
- Provide the onsite sponsor with the [Point of Contact](#) list of key people the new hire should meet.
- Review the [Guided Conversations](#) agenda.
- Review the [VA Websites](#) and add any additional links to the template.
- Request computer and phone access for the new hire.
- Arrange for building pass, parking pass, and IDs, as necessary.
- Explore the [VA for Vets](#) website.
- Ensure that the workspace is set up with office supplies, nameplate, working phone, phone list, and working computer.
- Schedule a time to meet with the new hire at the end of the first day.



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New Hire

- Meet the onsite sponsor.
- Attend orientation.
- Take a tour of the facility with the onsite sponsor.
- Meet supervisor and coworkers.
- Review the Onboarding Roles and Activities resource with the onsite sponsor.
- Access the onboarding materials for [Veterans and Military Service Members](#) with the onsite sponsor.
- Request contact information from onsite sponsor, supervisor and HR professional.
- Check that phone and computer are working.
- Confirm what time to meet the supervisor on day 2.

Onsite Sponsor

- Meet the new hire at the start of the first day.
- Escort the new employee to and from orientation; consider attending with him or her (optional).
- Have lunch with the new hire, coworkers and/or supervisor (optional).
- Tour the facility with the new hire.
- Introduce the new hire to colleagues on the Point of Contact list.
- Share the Onboarding Roles and Activities document with the new hire.
- Demonstrate how to locate the [Veterans and Military Service Members](#) onboarding materials for the new employee.
- Provide relevant contact information to the new employee, including how to reach the onsite sponsor, the supervisor and the HR professional.
- Provide information about the office phone and voicemail and technical support.

Supervisor

- Welcome the new hire.
- Consider having lunch with the new hire and the onsite sponsor and/or staff (optional).
- Meet with new hire at end of the day.
- Suggest a time to meet the new hire on day 2.



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New Hire

- Review information about the office phone and voicemail and technical support with onsite sponsor.
- Review the [Veterans Onboarding Program](#) website and set up your [VA for Vets](#) account.
- Discuss overall job responsibilities and performance expectations with the supervisor.
- Review relevant organizational charts, policies and procedures with supervisor.
- Select a mentor through the [Veterans As Mentors \(VAMS\) Program](#).

Onsite Sponsor

- Encourage the new hire to review the onboarding website and to set up a [VA for Vets](#) account.
- Check with the new hire daily to answer any questions.

Supervisor

- Discuss overall job responsibilities, performance goals and expectations with the new employee.
- Review relevant organizational charts, policies and procedures.
- Introduce initial work assignments and discuss short-term performance expectations.

Mentor

Prior to first meeting:

- Review the VAMS [Confidentiality Agreement](#).
- Arrange for your first meeting with the mentee.





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New Hire

- Submit completed benefit forms to HR.
- Use the [VA Websites](#) list for on-the-job learning.
- Meet with the veteran mentor to discuss and sign the [Confidentiality Agreement](#).

Onsite Sponsor

- Check with the new hire weekly to answer any questions.
- Complete the onboarding program feedback form.

Supervisor

- Check the completion status of the onboarding checklists for Veterans and Military Service Members and the onsite sponsor.
- Make sure the new hire understands the relationship between the job and the success of the organization.
- Provide a list of [VA Websites](#) to the new hire.
- Conduct a [Job Performance Expectation Meeting](#).
- Conduct a weekly [Check-in Meeting](#).

Mentor

First Meeting:

- Review the VAMs [Confidentiality Agreement](#) with the mentee.
- Obtain signatures on the VAMs Confidentiality Agreement.
- Ask the mentee what he or she needs to discuss.
- Complete the VAMs [Mentoring Debrief Form](#) during the meeting.



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New Hire

- Discuss preliminary performance feedback with the supervisor.
- Review the [Planning for Your Success at VA](#) resource with the supervisor.
- Take additional office or role-specific training, as directed.

Onsite Sponsor

- Continue to check with the new hire to answer any questions.

Supervisor

- Provide the new hire with preliminary performance feedback.
- Discuss the performance goal-writing process with the new employee.
- Review the [Planning for Your Success at VA](#) resource with the new hire.
- Discuss additional office or role-specific training requirements, if applicable.
- Check the completion status of the onboarding checklist for Veterans and Military Service Members.
- Conduct biweekly and 90-day [Check-in Meetings](#).

Mentor

Future Meetings:

- Use the VAMs [Mentoring Debrief Form](#) to guide the start of your future meetings.





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New Hire

- Review [MyCareer@VA](#) for more information about career planning and Individual Development Plans (IDPs).
- Work with supervisor to prepare an [IDP](#).
- Take additional office or role-specific training, as directed.
- Attend 6-month Check-in Meeting with supervisor.
- Complete the VAMs [Closure Form](#).
- Complete onboarding program feedback form.

Onsite Sponsor

- Continue to check with the new hire to answer any questions.

Mentor

Final Meeting:

- Ask the mentee to complete the VAMs Closure Form.
- Complete the VAMs [Closure Form](#).

Supervisor

- Coordinate the development of the [IDP](#) with the new hire (recommended).
- Consider discussing career development opportunities and performance feedback.
- Make sure the new employee is familiar with any annual training or certification requirements for the VA position.
- Check on the completion status of the onboarding checklist for Veterans and Military Service Members.
- Conduct 6-month [Check-in Meeting](#).
- Complete the onboarding program feedback form.