**EQ2HOMES**

**SUPERVISORS’ & MENTORS’**

PROJECTS

HANDBOOK

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**INTRODUCTION & PROJECTS OVERVIEW**

**INTRODUCTION**

This handbook has been created as an operational document for all supervisors and mentors in discharging their responsibilities. In this document, we have curated the responsibilities, expectations and reporting channels for the deployment of the projects effectively. The purpose of this is so that everyone involved in the project will understand how best to discharge their duties and what channels through which required information must be disseminated.

**PROJECTS OVERVIEW**

To better understand the subsequent sections of this manual, it is important to have an overview of the project flow so that you can understand every step of the process and what is required for each step. The table below gives an overview of the project deployment process:

|  |  |  |
| --- | --- | --- |
| **PROJECT PHASE** | **PROJECT PROCESS** | **WHO IS INVOLVED** |
| **Onboarding** | Supervisors & Mentors (Re)Onboarding | Supervisors, Mentors, Mr. Chimezie |
| Project Resources Download | Supervisors |
| School Research & Selection | Supervisors |
| Initial Contact With Institution | Supervisors |
| Stakeholders Mapping & Engagement | Supervisors |
| Stakeholders Meeting | Supervisors & Mentors |
| Send Report of Stakeholders Meeting | Supervisors |
| First Program Design | Supervisors |
| Send Program Design to Onboarding Team | Supervisors |
| Collaborative Learning Workshop (CLW) | Supervisors & Mentors |
| Send report of CLW to Onboarding Team | Supervisors |
| Students Orientation | Supervisors & Mentors |
| Send report of Orientation | Supervisors |
| Final Program Design | Supervisors |
| **Deployment** | Hold Weekly Mentoring Sessions | Supervisors & Mentors |
| Send Weekly Reports | Supervisors & Mentors |
| Take Pictures and Videos Weekly of The Projects | Supervisors & Mentors |
| Send Weekly Videos & Testimonials | Supervisors |
| Hold Weekly Review Meetings | Supervisors & Mentors |
| Join Weekly Meetings with The CEO | Supervisors |
| **Closing** | Hold Closing Event | Supervisors & Mentors |
| Administer Final Students’ Evaluation | Supervisors & mentors |
| Get Feedback & Testimonial From Institution | Supervisors |
| Get Students’ Testimonials | Supervisors & Mentors |
| Present Institution with Partnership Certificate/Plaque | Supervisor |
| Sign Off on Project | Supervisor |

**ROLES & RESPONSIBILITIES**

**SUPERVISORS**

The roles and responsibilities of the supervisors include the following:

* Coordinate the effective deployment of the projects in their locations from start to finish.
* Hold weekly mentoring sessions with their mentors according to the agreed schedule with the partner institutions.
* Manage and oversee the activities of the mentors under them in the projects.
* Hold regular meetings with their mentors to evaluate the progress of the projects and compliance to the set objectives.
* Ensure the mentors under them complete their own reports within 24 hours of the mentoring sessions.
* They are the primary liaison between the organization and our partner institutions on all matters relating to the projects.
* Send in weekly reports of the projects at most 24 hours after the sessions. This report should be done using the sheet already created for this purpose.
* Send in weekly videos and testimonials from the sessions.
* Report any matters that require urgent attention from the organization in the course of the projects. Such matters should be reported swiftly through Mr. Chimezie who must then relay the information to the CEO through the ClickUp update section dedicated to thus purpose.
* Avail themselves for weekly meetings with the CEO on stipulated days (Saturdays at 11am WAT).
* Plan, coordinate and execute both the students’ orientation and Collaborative Learning Workshops in their institutions.
* Send reports of the onboarding process meetings, orientation event, Collaborative Learning Workshop, and project closing events as at when due.
* Ensure project sessions are documented in pictures and videos.
* Actively engage with our posts online to build engagement.

**MENTORS**

The roles and responsibilities of the mentors include the following:

* Deploy the mentoring sessions in the projects with the group assigned to them based on the schedule agreed on with the partner institution.
* Complete their weekly report at most 24 hours after the sessions.
* Administer weekly feedback from selected students in their group
* Report any issues that need urgent attention to their supervisors as soon as such issues arise.
* Join weekly meetings with the supervisor to evaluate the progress of the projects.
* Be prepared to join the supervisors’ meeting with the CEO whenever they are required to give reports in the meetings. They will be given prior notice of this at least a week away.

**KEY PROJECT RESOURCES**

All documents required for every step of the project is set up on the PROJECT RESOURCES page of the website which is not available for public view on the website. The link for the page is:

<https://eq2homes.org/project-resources>

The resources are grouped into THREE categories:

* **Pre-Project Resources:** All documents and resources required to successfully complete the onboarding phase of the projects.
* **In-Project Resources:** All documents and resources needed in the course of the projects. **This will include the links to all the reports required of the supervisors in the course of the project**.
* **Post-Project Resources:** All documents and links required to wrap up the projects. **This will include all testimonials and feedback that will be gathered at the end of the projects (at the closing events) from the students/children and the institutions**. It will also include the report format for the termly reports and the end of project reports.
* **General Use Resources:** This include any resources we develop and make available for our partner institutions to tackle specific identified challenges they and their teenagers face. These resources will also be made available for the general public as free or paid resources on a different page called RESOURCES which we will make publicly available on the website.

The table below gives a full breakdown of all project resources:

|  |  |  |  |
| --- | --- | --- | --- |
| **RESOURCE** | **RESOURCE TYPE** | **PROJECT PHASE** | **WHO NEEDS IT** |
| EQ2Homes Letterhead | Downloadable | Pre-Project | Supervisor |
| Intent Letter | Downloadable | Pre-Project | Supervisor |
| Contract Letter | Downloadable | Pre-Project | Supervisor |
| Project Brief Slide (PowerPoint) | Downloadable | Pre-Project | Supervisor |
| CLW Training Slide (PowerPoint) | Downloadable | Pre-Project | Supervisor |
| Students Orientation Slide (PowerPoint) | Downloadable | Pre-Project | Supervisor |
| Students’ Questionnaire | Downloadable/Link | Pre-Project | Supervisor |
| Teachers’ Questionnaire | Downloadable/Link | Pre-Project | Supervisor |
| Management Questionnaire | Downloadable/Link | Pre-Project | Supervisor |
| Counsellors’ Questionnaire | Downloadable/Link | Pre-Project | Supervisor |
| Project Curriculum Document | Downloadable | Pre-Project | Supervisor |
| Mentors’ Weekly Report | Link | In-Project | Mentor |
| Supervisors’ Weekly Report | Link | In-Project | Supervisor |
| Students’ Weekly Feedback | Link | In-Project | Supervisor & Mentors |
| Project Sign-Off | Downloadable | Post-Project | Supervisor |
| Institution Feedback | Link | Post-Project | Supervisor |
| Students’ Testimonial | Video | In-Project & Post-Project | Supervisor & Mentors |
| Institution Testimonial | Video | Post-Project | Supervisor |
| Institution Certificate Template | Downloadable | Post-Project | Supervisor |
|  |  |  |  |

**REPORTING & FEEDBACK**

In the course of the project, there will be a clear and methodical approach to reporting and this must be adhered to diligently to ensure efficiency of communication and proper optimization of the project processes. The table below provides the breakdown of the reporting channels and reporting timelines in the course of the project:

**MENTORS:**

|  |  |  |  |
| --- | --- | --- | --- |
| **REPORT** | **TO** | **WHEN** | **CHANNEL** |
| Weekly sessions | Organization | Within 24 hours | Website Link |
| Urgent issues arising | Supervisor | Immediately | Verbal/Written |
|  |  |  |  |
|  |  |  |  |

**SUPERVISORS:**

|  |  |  |  |
| --- | --- | --- | --- |
| **REPORT** | **TO** | **WHEN** | **CHANNEL** |
| Weekly sessions | Organization | Within 24 hours | Website Link |
| Urgent issues arising | Organization | Immediately | ClickUp |
| Onboarding Phase meetings & programs | Organization | Within 24 hours | ClickUp |
|  |  |  |  |

**ACCOUNTABILITY (PLUS CONSEQUENCES):**

To maintain greater accountability and responsibility towards the reports required from mentors and supervisors, the following consequence measures will be put in place:

* Supervisors must update their tasks, progress, and challenges on the ClickUp channel as a standard procedure. This will help us keep track of what is happening with the projects across board. Any supervisor who defaults on this will be fined at the discretion of the CEO.
* Mentors who fail to update their weekly reports within 24 hours of the sessions will be fined N5,000 for each week they default. This fine will be deducted from their allowance.
* Supervisors who fail to update their weekly reports within 24 hours of the sessions will be fined N10,000 for each week they default. This fine will be deducted from their allowance.
* Mr. Chimezie will be responsible for checking the reports status and reporting to the CEO. If he fails to send a report to the CEO within 24 hours of its due time, he will be fined the equivalence of N10,000, which will be deducted from his salary.
* Everyone who sends their report within 3 hours of their session will come into a raffle draw where the CEO picks a lucky winner and gives them an additional N5,000.

**CLOSING**

The purpose and objective of this handbook is for all supervisors and mentors to get acquainted with the processes and procedures needed to make the deployment of the projects effective and productive. It is recommended that supervisors and mentors go through this handbook often and use it as a guide in discharging their responsibilities.

Any updates to this handbook will duly be communicated to all supervisors and mentors and made available for access.

We look forward to effective deployment of the projects across all cities.

Thank you.