

Meet the Mentor

Resource developed jointly by the HASO
and Skills for Health teams

Hosted by Skills for Health on HASO which is
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Marlene Matthews

Marlene is an Apprenticeship Mentor / Support at Liverpool University Hospitals NHS Foundation Trust, and as part of her job she is mentoring apprentices who are completing Level 3 apprenticeships.

Marlene, tell us how did you become a mentor?

I was a tutor/mentor in my previous job role.

What kind of individual support do you give the apprentices?

I visit each apprentice in the workplace with their managers and meet them on a weekly basis to support on a 1-1 basis. I provide support by text/email and phone calls as and when necessary.

How have you benefitted from being a mentor?

Yes, I have benefitted from being a mentor as it is very rewarding to witness their progress in all areas of their programme. It is a privilege to support and encourage their personal development and identify any gaps in their skills and knowledge to help them to achieve their career goals.

How has your organisation benefitted from the apprenticeship programme?

Managers continually report that the apprentices have actually improved their productivity and they provide a valuable contribution to the everyday performance of the business. The apprentices are developing skills and knowledge relating to the business and clearly state that they are eager to complete their training and work in the NHS. Staff who are supporting them have said that their enthusiasm has motivated them and others who work alongside them.





What have been your biggest challenges whilst being a mentor?

Supporting the apprentices when they feel stressed or unable to achieve the goals they have set for themselves.

And your biggest successes?

Getting to know each apprentice and witnessing their progress as they develop in the workplace. When the apprentice contacts me over problems or confidence issues when developing new skills and I can support them to overcome their concerns.

What do you hope to do next?

Continue to support the apprentices when necessary and access any training that may develop my skills further in relation to my job role.

What tips do you have for people wanting to become a mentor?

- Be an active listener.
- Let the apprentice be a part of their decision-making process.
- Set achievable goals mutually.
- Set contact appointments.
- Be available to support when necessary. Set expectations together.