QUEEN’S STUDENT EXPERIENCE OFFICE
EMPLOYMENT OPPORTUNITY

Position: Bounce Back Mentor

Term of Position: September 11, 2017 – December 1, 2017
January 8, 2018 – April 6, 2018
5-7 hours per week on average

POSITION SUMMARY:

The Student Experience Office invites first-year students who are at risk academically to participate in the Bounce Back program. The program matches first year students with upper-year student mentors who provide academic coaching, learning support, and referrals to key resources during regularly scheduled meetings. With this support, first-year students have the opportunity to develop attitudes and skills that will improve their learning and academic success at Queen’s.

Bounce Back Mentors will engage in one-on-one mentoring with 3-5 eligible first-year students who opt-in to the program. Mentors will meet weekly with their mentee for a maximum of one hour throughout the fall and winter terms (Fall: Commerce, Engineering Nursing; Winter: All faculties and schools). They will assist program participants to identify the sources of previous academic difficulties; set goals; facilitate access to campus resources, services and programs; and build confidence in their strengths and abilities to achieve success at university.

Bounce Back operates based on a team structure and, as such, Mentors are responsible for meeting weekly with their Senior Mentor and support team to exchange feedback about the mentoring process, successes and challenges of their respective mentoring roles.
**JOB DESCRIPTION**

**Mentor-Mentee Relationship**

1) Conduct one-on-one meetings with first-year mentees who opt-in to the program
   - Build a positive rapport
   - Explore stressors and coping over the course of the first semester
   - Assess study skills that require improvement
   - Identify strategies for change
   - Help participants build knowledge about resources available to them on campus and create a plan for attending various support workshops

2) Provide on-going support and follow-up with mentees
   - Meet with students at appropriate times and locations that are mutually agreed upon
   - Proactively check in at least once per week
     i. Create and review progress towards goals in learning plan
     ii. Engage in problem-solving if/when difficulties arise
     iii. Assess and help refine strategies for learning and studying
     iv. Encourage positive progress towards academic success

3) Maintain strong helping/coaching relationship with mentees
   - Listen and support mentee experiences in a non-judgmental way
   - Support mentees in building their self-confidence
   - Recognize and help mentees to identify potential signs of personal distress
   - Encourage self-reflection and open-mindedness
   - Assist mentees in forming community connections
   - Appropriately offer resources and referrals

**Program Structure**

4) Complete administrative tasks
   - Complete on-going documentation of job-related activities (e.g., weekly mentoring logs) as well as end of program assessment survey
   - Proactively ensure that the Program Coordinator are kept apprised of any potential problems, on-going concerns and activities by submitting weekly updates.
   - Work collaboratively with other members of the Bounce Back team
   - Attend weekly meetings with the Bounce Back support team as well as regular supervisory meetings with program staff
5) General duties
   - Uphold the mission of the Bounce Back program, Student Experience Office Services and the Division of Student Affairs
   - Operate within the limits of training and expertise using a peer-to-peer helping model
   - Attend pre-service and on-going training opportunities, and continuously seek to improve skills and knowledge pertaining to the position
   - Support the on-going development of and improvements to the Bounce Back program
   - Other duties as assigned

JOB REQUIREMENTS

- Be full-time undergraduate or graduate student in good academic standing with at least one year experience at Queen’s
- Have an interest, passion and enthusiasm for helping peers
- Have a good understanding of challenges facing first-year students
- Have experience providing personal support and forming helping relationships (e.g., mentoring or coaching)
- Demonstrated initiative and self-motivation
- Be able to set priorities to meet deadline ad possess excellent organizational skills
- Be an active listener. Possess excellent interpersonal skills
- Be able to exercise good judgment and sound reasoning
- Demonstrate good decision-making and conflict management/problem-solving skills
- Have good oral and written communication skills
- Be knowledgeable about the University, its administrative processes, and the various programs and support services/resources that are available to students
- Participation in varsity or club athletics, or engagement in competitive sport is considered an asset
- Be self-reflective, patient and empathetic
- Ensure that interactions with students are positive, inclusive, and meet the unique transition needs of a diverse student body
- Be available for, attend, and actively participate in all Bounce Back training and meetings. Training dates include:
  - Tuesday September 12, 2017 6PM-9PM
  - Saturday September 23, 2017 9AM-4PM
  - Tuesday October 3, 2017 6PM-9PM
  - Tuesday October 10, 2017 6PM-9PM
  - Tuesday October 17, 2017 6PM-9PM
  - Tuesday October 24, 2017 6PM-9PM
  - Sunday November 19, 2017 4PM-6PM
  - Sunday March 18, 2018 4PM-6PM
• Act in accordance to a signed Queen's University confidentiality agreement and Student Code of Conduct
• Satisfactory Criminal Record and Vulnerable Sector Check

BENEFITS
• Build a deeper connection with the Queen’s community
• Ongoing professional development
• Certificate of contribution for your professional portfolio
• Meet other students with similar interested
• Enjoy a great experience on campus that works around your schedule

HOW TO APPLY
If you are interested in applying for this position only, please submit an application form (in lieu of a cover letter), resume and a copy of your unofficial transcript (available on SOLUS) as ONE document saved using your last name followed by your first name (e.g., SmithJane) by email to: Sara Ali (student.experience@queensu.ca). Applications are due at 5pm on July 7th 2017. Only candidates who have been chosen for an interview will be contacted.

All candidates who are interested in working as both a Q Success Mentor and a Bounce Back Mentor are asked to submit one application only. Read both job descriptions carefully, noting the mandatory training dates for each program, and follow the application submission guidelines below. Please email your application as one attachment saved as your last name followed by your first name (e.g., Smith Jane) to student.experience@queensu.ca by 5pm on July 7th 2017 and indicate in your email that you are interested in both positions.

Your application must include:
• Resume
• Cover letter
  o Detailing why you are interested and qualified for these positions, and
  o Your experience with successfully managing personal and/or academic challenges while at Queen’s and what skills/resources you used to overcome to challenges
• Unofficial Queen’s transcript (available on SOLUS).

Queen’s is committed to employment equity and diversity in the workplace and welcomes applications from women, visible minorities, Aboriginal peoples, persons with disabilities, and persons of any sexual orientation or gender identity.