

Student Experience Office

Position:	Mentor, Q Success
Term:	July 2021-April 2022, 3-4 hours a week
Remuneration:	Volunteer position

Background:

The Student Experience Office (SEO) at Queen's aims to prepare and support students to achieve not only their personal, social, and academic goals, but also their professional and community aspirations. The SEO supports co-curricular learning and development by offering programs and services to orient students to university life, support their successful transitions into and through university, and encourage their leadership development and community engagement while at university.

Q-Success is a transition program available to all first-year students. Q-Success mentors will work 1:1 with first-year students to help ease the transition to university life. First-year students will have the opportunity to be paired with an upper year mentor who will be responsible for building a good rapport with their mentees and sharing their own relevant experiences to help the transition to Queen's. Mentors will guide students who participate in Q Success through exercises to build tangible social, academic, and healthy lifestyle skills to support their transition to life at university. This is an ideal opportunity for students who are looking to find meaningful ways to engage with their peers in a structured setting and to give back to Queen's.

Some benefits of being a Q Success Mentor include:

- Build community at Queen's
- Build personal and professional skills
- Certificate of contribution for your professional portfolio
- Meet other students with similar interests

Enjoy a great experience on campus that works around your schedule!

Key Duties:

1) Mentorship

- Build positive rapport with mentees
- Assess skills that require improvement
- Identify strategies for change
- Coach, guide and model effective problem solving and academic study skills

- Engage participants in a planning process for attending remote engagement and/or events that are available on campus and that help to build skills and new understandings

2) Diversity and Inclusivity

- Create a welcoming and inclusive space for mentees from a variety of backgrounds and experiences
- Listen and support mentee experiences in a non-judgmental way
- 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

3) Administration

- Attend all required training and meetings as communicated by program coordinators
- Complete weekly mentoring logs and a final program survey
- Proactively communicate potential problems, on-going concerns and activities by submitting updates to the coordinators
- Work collaboratively with other members of the Q Success Program

Skills Required:

The following skills and experiences are essential for Q Success Mentors:

- Have experience providing personal support and forming helping relationships (e.g., mentoring, tutoring, and coaching)
- Demonstrate intercultural competence and a knowledge of equity, diversity and inclusion principles
- Have an interest, passion and enthusiasm for helping peers
- Have a good understanding of challenges facing first year students
- Be able to set work priorities to meet deadlines and possess excellent organizational skills
- Be an active listener and have excellent interpersonal skills
- Demonstrate good judgement and creative conflict management/problem-solving skills
- Be knowledgeable about the University, its administrative processes, and the various programs and support services/resources that are available to students
- Be self-reflective, patient and empathetic
- Be available for, attend, and actively participate in all Q Success trainings, meetings, and sessions. Training will be offered remotely throughout the summer months
- Act in accordance to a signed Queen's University confidentiality agreement

Eligibility

Q Success Mentors must:

- Be full-time equivalent Queen's undergraduate or graduate students with at least one year experience at Queen's
- Submit a satisfactory Letter of Attestation in lieu of the Canadian Police Information Check (CPIC) and Vulnerable Sector Check within 2 weeks of beginning the volunteer term. They will

be responsible to maintain a clean CPIC and Vulnerable Sector Check for the duration of their role.

- Act in accordance to a signed Queen's University confidentiality agreement

Time Commitment

- The volunteer term will be July 2021 to April 2022
- Mentors will be assigned up to 3 mentees at a time
- Meetings will be 1 hour/mentee, on a weekly basis
- Mentors are required to participate in small mentor meetings, up to 1 hour bi-weekly

Application Instructions:

Please complete the online application by March 7, 2021.

Questions can be directed to Gabriela Ludusan, Coordinator, Peer Programs via email at gabriela.ludusan@queensu.ca

We thank you for your application. Only those individuals who are selected for an interview will be contacted.

We are committed to employment equity and diversity in the workplace and welcome applications from individuals from equity seeking groups such as women, racialized/visible minorities, Indigenous/Aboriginal peoples, persons with a disability, persons who identify in the LGBTQ2S+ community and others who reflect the diversity of Canadian society.