Student Assistant, SOAR

Position Description

Background:
The Student Experience Office (SEO) in the Division of Student Affairs at Queen's offers programs and services to orient students to university life, to support their successful transitions into and through university, and to encourage leadership development, student engagement, and co-curricular involvement while at Queen's. Our goal is to support a holistic student experience that prepares students to achieve not only their personal, social, and academic goals, but also their professional and community aspirations.

Summer Orientation to Academics and Resources (SOAR) aims to help ease the transition of incoming first-year students and their families/supports. Participants learn about academic expectations, resources, learning strategies, and common student transition issues, as well as meet their peers, upper-year students, and have a chance to ask questions and discuss concerns with appropriate university resources Over 800 students and 1000 family members attend this one day pre-arrival program, which runs six times during the month of July.

Job Summary:
Reporting to the Student Experience Assistant, the SOAR Student Assistant will focus on supporting student transition at Queen's University, primarily by supporting the planning and implementation of the Summer Orientation to Academics and Resources (SOAR) program.

Key Duties:
1. Program Development
   a. Liaise and build relationships with campus stakeholders who give input into the design of programs or provide program support. This includes faculty members, upper-year students, department support staff, and various Student Affairs units such as Residence Life, Health Promotion, Event Services, Career Services, Learning Strategies, and BISC Student Services.
   b. Help build and deliver program activities, such as the student-led session for connecting new students with upper-year students.
   c. Assist in the development of program schedules
   d. Work with campus partners to guide session content and objectives
   e. Ensure all programming is inclusive and accessible, and meets the diverse needs of the incoming class

2. Event Planning
   a. Assist in planning the logistics of SOAR 2020, including securing venues/event sites, coordinating event logistics, arranging A/V and equipment, and preparing catering orders.
   b. Create and complete event runs, event layouts, volunteer responsibilities, event planning forms, and other documents required to ensure events run smoothly.
   c. Coordinate event registration, including updating the event registration system, monitoring registration numbers, and communicating with registrants.
   d. Create and execute work plans.

3. Communication
   a. Implement a comprehensive marketing and promotions strategy, including print
and electronic communications (e.g. posters, website, social media, brochures, handouts) in collaboration with Marketing & Communications and other SEO staff members.

b. Update and maintain the program website with the most recent information.
c. Participate in the development and implementation of social media campaigns aimed at connecting and engaging incoming first year students.
d. Ensure all stakeholders are kept up to date on the progress of Summer Orientation, and any other details relevant to them.
e. Act as the main contact for students and guests who have questions about the program.

Leadership
a. Support the recruitment and hiring of short-term student staff, and assist in the development of training sessions
b. Provide leadership to a team of staff/volunteers (e.g. SOAR student staff, PASS advisors, staff volunteers) during the implementation of SOAR programming.
c. Develop resource materials for staff and volunteers
d. Be a role model by upholding community standards during programming and events as a representative of the Student Experience Office and addressing any disruptive, disrespectful and/or inappropriate behaviour.
e. Engage in ongoing professional development
f. Develop and deliver training sessions for peers
g. Review research and best practices related to inclusive, diverse and accessible student life programs.

4. Support First-Year Student Transition to Queen’s
a. Be knowledgeable of campus and community resources (including academic, social, safety, health, and others), and able to refer others when appropriate.
b. Review research and best practices related to orientation and transition programs.

5. Departmental Administration
a. Attend staff meetings, one on ones, and other meetings as appropriate
b. Provide administrative and programming support to the SEO as needed.
c. Complete verbal and written reports in a timely manner
d. Write program reports following the completion of events and activities, including analyzing feedback and making recommendations for future years.
e. Additional duties as assigned.

Skills Required:
The SOAR Student Assistant must:
- Have experience planning and implementing large projects or large-scale events
- Be knowledgeable about the experiences of new students and the transition supports available; previous experience working with programming for new students an asset (e.g. don, peer mentor, involvement in leading orientation activities)
- Role modeling appropriate behaviours in-person and online at all times.
- Be able to work independently and on a team with excellent interpersonal skills
Demonstrate strong project management and event planning skills, including mapping out complicated project plans, setting priorities, and meeting deadlines.

- Have highly developed technical skills and be knowledgeable in computer software programs such as Word, Excel, PowerPoint, etc.
- Be able to exercise good judgment and sound reasoning
- Demonstrate decision-making and creative problem-solving skills
- Have strong oral and written communication skills
- Be familiar with social media and other promotional tools
- Demonstrate intercultural competence and knowledge of equity, diversity and inclusion principles.

Eligibility
The SOAR Student Assistant must:

- Be a registered Queen’s student and remain in good academic standing for the duration of their work term.
- Be legally entitled to work in Canada; International students must hold a valid study permit.
- Submit a satisfactory Canadian Police Information Check (CPIC) and Vulnerable Sector Check within 2 weeks of beginning the work term. They will be responsible to maintain a clean CPIC and Vulnerable Sector Check for the duration of their employment.
- Discuss with their supervisor immediately if, at any point during their work term, they are unable to fulfill these requirements or their status changes.

Time Commitment:

- Start date: January 6th, 2020
- The work term will be from January 2020 to April 2020, 10 hours per week and continue into the summer from May 1st to August 30th 2020, 35 hours a week
- SOAR dates will be confirmed shortly. The event is likely to be held over two of the following three weekends: July 4th – 5th, 11th – 12th, 18th – 19th. The successful candidate must be available to work these dates.

To apply, please submit a cover letter and resume to mms11@queensu.ca with subject line “SOAR- Student Assistant”. Questions can be directed to Mikayla Sebesta, Student Experience Assistant via email at mms11@queensu.ca.

- Hourly Wage: 14.60/hr
- Deadline application: Thursday, November 21st by 11:59pm

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.