



QUEEN'S STUDENT EXPERIENCE OFFICE EMPLOYMENT OPPORTUNITY

Position: Q Success Mentor

Term of Position: September 1st - December 1, 2018
January 8, 2018 – April 6, 2019
2-4 hours per week (on average)

POSITION SUMMARY:

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 mentoring 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.

JOB DESCRIPTION

Q Success Mentors will:

- Meet with each mentee individually for up to 2 hours per week
- Listen and support students in an inclusive and non-judgmental way
- Anticipate, recognize and reach out in order to respond appropriately to student challenges.
- Be thoroughly prepared for each meeting
- Deliver important content related and answer questions about the first-year transition in a tailored way
- Elaborate on content by sharing their own relevant experiences
- Accompany students to relevant buildings, support services, and workshops
- Communicate with students in a professional and timely manner
- Support and refer student participants to professional staff where appropriate
- Implement strategies for student outreach and engagement
- Encourage ongoing access of resources and services
- Complete weekly logs and a brief final program report
- Meet regularly with the Student Coordinator throughout the program, ensuring that the Coordinator remains apprised of any potential problems or ongoing concerns
- Additional duties as assigned

JOB REQUIREMENTS

Q Success mentors must:

- Be full-time Queen's undergraduate or graduate students in good academic standing with at least one year experience at Queen's
- Experience providing personal support and forming helping relationships (e.g., mentoring, tutoring, and coaching)
- Have an interest, passion and enthusiasm for helping peers
- Personal experience with overcoming adversity (academic, personal, health (physical and mental))
- Have a good understanding of challenges facing first year students
- Demonstrated initiative and self-motivation
- Be able to set work priorities to meet deadlines and possess excellent organizational skills
- Be an active listener and have excellent interpersonal skills
- Be able to exercise good judgment and sound reasoning
- Demonstrate good decision-making and creative 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
- 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 Q Success trainings, meetings, and sessions. Training dates include:
 - Saturday March 24th
 - All other training dates will be confirmed by August 1st. Most trainings occur once a month on Sunday afternoons

**note: if you cannot attend one of the training listed above, please mention in your cover letter.

- Act in accordance to a signed Queen's University confidentiality agreement
- Submit a copy of a Vulnerable Sector and Criminal Record Check to Program Coordinator at first training day

RESPONSIBILITIES

- 1) Conduct one-on-one meetings with mentees who opt-in to the program
 - Build a positive rapport and support
 - 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 workshops and services that are available on campus and that help to build skills and new understandings
- 2) Provide on-going support and follow-up with mentees
 - Meet with students at mutually agreed upon locations
 - Create and review progress towards goals
 - Engage in problem-solving if/when difficulties arise
 - Assess and help refine strategies for learning and studying
 - 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
- 4) Administration
 - Complete weekly mentoring logs
 - Proactively ensure that the program managers are kept apprised of any potential problems, on-going concerns and activities by submitting updates to the Coordinator
 - Work collaboratively with other members of the Peer Mentor Program

- Attend bi-weekly team meetings
- Attend 1:1 mid-year review meeting with the Student Coordinator

BENEFITS

- Build a deeper connection with the Queen's community
- Opportunities for ongoing professional development
- Certificate of contribution for your professional portfolio
- Meet other students with similar interests
- Enjoy a great experience on campus that works around your schedule

HOW TO APPLY

Please submit a cover letter and resume along with your unofficial transcript as one document saved using your last name followed by your first name (ex. Smith Jane) by email to: Sara Ali at student.experience@queensu.ca or in person at the Student Experience Office (JDUC Room 135). Only candidates who have been chosen for an interview will be contacted.

Your application must include:

- Resume
- Cover letter
 - Detailing why you are interested and qualified for these positions, and
 - Your experience with successfully managing personal and/or academic challenges while at Queen's and what skills/resources you used to overcome to challenges

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.