

BISC Mentor Team Lead

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.

The BISC Mentorship Program aims to ease the transition of students from their first year of study at the Bader International Study Centre (BISC) to their second year at Queen's University's Kingston campus. Mentors offer a support network by being informed community members that facilitate and encourage positivity and reduce anxiety by hosting activities, providing guidance, and encouraging social interaction.

Job Summary:

Reporting to the Program Coordinator, the Team Lead will both act as a mentor, and coordinate and oversee the activities of the other mentors. The Team Lead will act as the primary liaison between the mentors and the Student Experience Office.

Key Duties:

- Coordinate the activities of the mentor team.
- Facilitate the development of a cohesive and supportive team.
- Communicate the concerns and successes of the mentor team to the Student Experience Office.
- Contribute to discussions regarding the direction of the BISC Mentorship Program.
- Respond to the questions and concerns of students transitioning from the BISC to Queen's Kingston campus via email and social media.
- Provide mentorship, guidance and support to BISC mentees one-on-one, or in small groups.
- Anticipate, recognize, and reach out in order to proactively address potential student challenges.
- Encourage ongoing access of resources and services.
- Implement strategies for student outreach and engagement.
- Assist with planning and implementing *Welcome to Queen's Day*.
- Plan and host social events for mentees throughout the academic year.
- Communicate regularly with mentees about upcoming events and deadlines.
- Attend regular BISC mentor meetings throughout the academic year.
- Assist and support other BISC mentors with issues and ideas that may arise.
- Document all communications with mentees, and any incidents that occur during programming.

Skills Required:

The BISC Mentor Team Lead must:

- Have completed first year at the BISC, and currently be in second year or above at Queen's Kingston campus.
- Have an understanding of common transition issues faced by BISC students.

- Possess excellent interpersonal skills, including good listening skills.
- Be able to exercise good judgement and sound reasoning.
- Demonstrate flexibility and patience in dealing with student concerns.
- Possess excellent facilitation skills and leadership ability.
- Be reliable and dependable.
- Be knowledgeable about the University, its administrative processes, and the various programs and support services/resources that are available to students

Eligibility

The BISC Mentor Team Lead must:

- Be a registered Queen's student and remain in good academic standing for the duration of their work term.
- 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 in this role.

Time Commitment

- 7 – 10 hours per month, with additional hours during Orientation
- The work term will be from March 2018 to April 2019
- The Team Lead must be available for:
 - Spring Training: Saturday, March 24th, 2018
 - Fall Training: TBD (prior to orientation)
 - Welcome to Queen's Day (prior to orientation)

Remuneration: This is a volunteer position.

Application Instructions

If you are interested in applying for this position, please submit a resume and a cover letter answering the following questions:

1. Why are you interested in being a part of the BISC Mentorship Program as Team Lead?
2. How will you facilitate the development of a cohesive and supportive team of mentors?
3. What is your vision for the BISC Mentorship Program?

Please submit your application as one attachment by email to student.experience@queensu.ca, or in person to the Student Experience Office (JDUC 135). Applications are due at **NOON** on Wednesday, February 22nd. Only candidates who have been chosen for an interview will be contacted.

Candidates not selected as Team Lead will automatically be considered for a position as a BISC Mentor.

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.