

Position: Mentor, QSuccess

Company/Organization Name: Student Experience Office

Job Type: Volunteer

Number of Positions: up to 200

Commitment: July 2025-April 2026, 3-4 hours/week

Start Date: July 2025

Wage: This is a volunteer position

Deadline to Apply: Thursday, February 13, 10:00 PM EST

Background

QSuccess is a transition program that supports first-year students. QSuccess 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 self-match or be matched 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 help students who participate in QSuccess through to build tangible social, academic, and healthy lifestyle skills to support their transition to life at university. This position 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 QSuccess Mentor include:

- Build community at Queen's
- Develop as a Mentor and build skills transferable into the workplace
- Meet other students with similar interests

As a QSuccess Mentor, you will be responsible for the following 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
- Make informed referrals and connect mentees with campus resources that meet their needs.

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, ongoing concerns and activities by submitting updates to the coordinators
- Work collaboratively with other members of the QSuccess Program

Required Skills:

- 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 QSuccess 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

QSuccess Mentors must:

- Be full-time equivalent Queen's undergraduate or graduate students with at least one year experience at Queen's
- Submit a satisfactory Canadian Police Information Check (CPIC) and Vulnerable Sector Check. They will be responsible to maintain a clean CPIC and Vulnerable Sector Check for the duration of their role.

Time Commitment

- The volunteer term will be July 2025 to April 2026
- Mentors will match with 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 1.5 hours bi-weekly and be engaged participants in discussions and events

How to Apply

Please complete the online application by February 13, 2025.

Link to Online application form: https://queensu.qualtrics.com/jfe/form/SV_bNnjsRsNPgEuYgB

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

Employment Equity and Accessibility Statement

The University invites applications from all qualified individuals. 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. In accordance with Canadian Immigration requirements, priority will be given to Canadian citizens and permanent residents.

The University provides support in its recruitment processes to applicants with disabilities, including accommodation that takes into account an applicant's accessibility needs. Candidates requiring accommodation during the recruitment process are asked to contact the Program Coordinator at gabriela.ludusan@queensu.ca