

POSITION DESCRIPTION

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| Job title: | O to 4 Mentor |
| Organisation Unit: | Student Services |
| Type of Employment: | Voluntary |

BACKGROUND

Organisational Environment:

The Student Affairs Division falls within the Deputy Vice-Chancellor (Academic) portfolio. It consists of: Student Services, the UQ Advantage Office, University Health Service and the Student Success & Strategies Office. As well as providing services to support students, the Division is one of the key drivers in enhancing the UQ student experience and student retention and success.

More information can be accessed on the web at: <https://employability.uq.edu.au/> ; <http://www.uq.edu.au/student-services/> and <http://www.uq.edu.au/healthservice/>.

Student Leader Program Overview:

The division has a variety of Student Volunteering programs that offer opportunities to help fellow students, create a vibrant campus atmosphere, enhance your skills, gain experience, and have lots of fun too! The Student Leader programs include Jump Start Academic Preparation Program, Mates at UQ, International Transition, Peer Writing Mentor, Student Ambassadors, Zoom Mentors, and O' to 4 Mentors.

We are seeking undergraduate and postgraduate students from a variety of backgrounds, geographic regions, study areas and year levels to become UQ Student Volunteers. Prospective applicants should possess a passion for helping others and be enthusiastic and dedicated to enhancing the Student experience at UQ.

<https://employability.uq.edu.au/volunteer-uq>

Benefits of the Student Leader Programs:

- Inspire and make a difference in the wider UQ community.
- Develop your interpersonal, leadership, teamwork and communication skills.
- Receive recognition from UQ in a variety of forms, including ongoing training and professional development, possible contribution to the UQ Advantage Award and team events.
- Build university wide networks and showcase your personal initiative and commitment through experiences that add value to your CV.
- Student Leaders are provided with a UQ uniform.

UQ Employability Award

Participation in the Student Leadership program can contribute towards the [UQ Employability Award](#). The Award program encourages undergraduate students at UQ to participate in activities that will maximise their student experience and enhance their employability.

O' to 4

At UQ we believe great things happen when people connect. The first weeks at UQ are an important time of transition in any new student's journey. It's something all students experience as they commence their tertiary studies. This pilot program aims to give our first year students a helping hand to get started by linking them to a second year or higher student who will guide them through the first 5 weeks of university and share the UQ life hacks that only other students know.

Ranging from getting started, knowing what to expect from your first lecture and tutorial, to making serious decisions around Census Date - uncertainty is certain for new students. Orientation Week to Week 4 is a significant rite of passage for new UQ students, and an authentic opportunity for continuing students to immerse themselves in their UQ community. Be a mentor and use your unique lived experience to help a commencing student create a positive start for themselves at UQ. Be an O' to 4 Mentor and create change.

DUTY STATEMENT

Primary Purpose of Position: O' to 4 Mentors support UQ students during O Week to Week 4. Volunteering up to 3 hours a week, mentors create a friendly and supportive environment to assist students with navigation, getting started at UQ, social connection and rapport with Faculty and School. Mentors utilise coaching and positive modelling strategies to: build mentees' sense of belonging at UQ, guide new students through personal goal-setting to assist in managing their own expectations, and support students in establishing themselves in their first weeks at UQ.

Duties and responsibilities include, but are not limited to:

- Be available for a maximum of 3 hours of contact time a week. By default this will be via online communication, and most likely will include in-person communication with your mentee if mutually agreed;
- Utilise coaching and positive modelling strategies to assist your mentee with effective goal-setting;
- Provide friendly and informative guidance to assist with navigation, social connection, and faculty and school connection;
- Provide advice and guidance for basic getting started information - e.g. where to get your ID card, when to get ID card, how to borrow a book, how to add print money, how to use MySiNet, and Blackboard, etc.
- Be a friendly, helpful and accessible point of contact for your mentee, maintaining timely communication;
- Maintain agreements to meet in person with your mentee if mutually agreed on between mentee and mentor (if applicable);
- Be respectful of students' privacy and maintain confidentiality.
- Complete administration relevant to the program in a timely manner.
- Contribute to the development and enhancement of the program by providing constructive feedback.
- Liaise with program/event coordinators on any issues which may present as problematic to either individuals or the group.
- Perform other duties as directed by the First Weeks at UQ Coordinator or nominee on request.

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

- The [University's Code of Conduct](#).
- requirements of the Queensland occupational health and safety (OH&S) legislation and related [OH&S responsibilities and procedures](#) developed by the University or Institute/School.
- The adoption sustainable practices in all work activities and compliance with associated legislation and related University [sustainability responsibilities and procedures](#).
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related [responsibilities and procedures](#) developed by the University.

- [Communications](#) and Social Media Policies.
- Equity and Diversity Policy as it applies to all UQ staff, students and community. The University also has obligations under a number of [legislative instruments](#)
- the University's [Privacy Management Policy](#)

SELECTION CRITERIA

Qualifications

- Applications are welcome from undergraduate and postgraduate students from a variety of backgrounds, geographic regions, study areas and year levels.

Knowledge and Skills

- Empathy and understanding of the issues surrounding the transition to university such as academic, administrative, social and geographical transition.
- Excellent verbal and written communication skills including the capacity to effectively use email and social media sites.
- High Level interpersonal skills.
- A demonstrated ability to share knowledge, skills and experiences while recognising and encouraging excellence in others.

Personal Qualities

- Ability to work with students from diverse social and cultural backgrounds in a supportive and constructive manner.
- Ability to work effectively as part of a team and to work autonomously with limited supervision to deadlines.

Questions about the position should be directed to:

Email: volunteering@uq.edu.au

Phone: 3365 6631

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