

Position Description



Position title:	Student Mentor
School/Directorate/VCO:	Learning and Academic Skills Success (LASS) Student Experience and Administration Services (SEAS)
Campus:	All
Classification:	HEW 1.1
Time fraction:	Casual, up to 27 hours
Employment mode:	Fixed-term appointment
Probationary period:	Not Applicable
Further information from:	Program Coordinator, Student Academic and Study Support Telephone: (03) 5327 6997 E-mail: sass@federation.edu.au
Recruitment number:	Not Applicable

Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our university and TAFE campuses in Ballarat, Berwick, Brisbane, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, as well as a growing Brisbane base, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

Position summary

Student Mentors play a key role in assisting commencing undergraduate students across our campuses (Ballarat, Berwick, Gippsland, Online, and Wimmera) to transition into their first year at Federation University Australia. Student Mentors are expected to assist new students to become familiar with Federation University Australia services, processes and requirements, as well as support their engagement and sense of belonging at Federation University Australia. Student Mentors provide a peer support service that focuses on resolving student transitional issues through information and referrals.

Key responsibilities

1. Contact allocated commencing students, and provide support by planning, scheduling and facilitating weekly communication during Orientation Week, and the length of employment, as directed by the Student Academic and Study Support Program or School representatives.
2. Work as a team with University staff to create a cohesive and positive student experience, by facilitating engagement with current students, commencing students and involvement in transition activities including Orientation Week, Check-In Week and PASS, or as directed by the Student Academic and Study Support team.
3. Assist students in developing peer relationships, academic effectiveness, and personal adjustment to Federation University Australia through small and large group discussions, individual interactions and programs.
4. Have exceptional knowledge of Federation University Australia's support services and be able to refer students to appropriate service as required.
5. Be respectful of students' privacy and maintain confidentiality.
6. Represent Federation University Australia in a positive manner, including on and off campus locations, and on alternative communication avenues (e.g. social media). Mentors must model professional behaviour to students and staff by handling issues such as (but not limited to) class standards, grades, and student complaints in an appropriate manner.
7. Attend meetings as organised by the Mentor Team Leader or School representatives.
8. Provide formal and informal reporting and feedback to School representatives and staff within the Student Academic and Study Support Program.
9. Other duties as required.
10. Reflect and embed the University's principles, strengths and strategic priorities when exercising the responsibilities of this position.
11. Undertake the responsibilities of the position adhering to:
 - Equal Opportunity and anti-discrimination legislation and policies
 - The inclusion of people with disabilities in work and study
 - Occupational Health and Safety (OH&S) legislation and policies, and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

Student Mentors will work within a team of Mentors under the general direction of a supervisor (Mentor Team Leader, Program Coordinator, Student Academic and Study Support, or their nominee). Direction is provided on the assignments to be undertaken, with the Student Mentor determining the appropriate use of established methods, tasks and sequences. There is some scope to determine an approach in the absence of established procedures or detailed instructions, but guidance is readily available from the supervisor. Performance is checked by assignment and weekly reporting completion.

Training and qualifications

Student Mentors' duties typically require a skill level which assumes and requires knowledge, training or experience relevant to the duties to be performed. These are:

- Satisfactory completion of at least one semester of an undergraduate degree (or equivalent)
- Enrolment in an undergraduate degree at Federation University Australia during their employment
- Achievement of a pass (P) grade average in their last semester of study at Federation University Australia, and
- A valid [Working with Children Check](#).

Student Mentors will be required to complete an interview and training/Practical Recruitment and Employment Program prior to being offered a position. Student Mentors must have the right to work in Australia and be able to provide relevant proof and documentation upon request.

Position and organisational relationships

Student Mentors will work under the general supervision of the Program Coordinator, Student Academic and Study Support with assistance from the Student Mentor Team Leader (Semester One only). The Program Coordinator, Student Academic and Study Support works under the supervision of the Manager, Student Academic and Study Support, and the Director, Student Experience and Administration Services (SEAS).

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

1. Training, qualifications and/or experience necessary to perform duties associated with this position; satisfactory completion (achieved a pass (P) grade average) of at least one semester of an undergraduate degree (or equivalent) and enrolment in an undergraduate degree at Federation University Australia in the semester of employment. If these requirements have not been met due to extenuating circumstances, please submit a brief explanation.
2. Applicants must be knowledgeable of the campus on which they will be mentoring, and the support services available to students.
3. A demonstrated ability to effectively communicate with varied audiences. Capacity to effectively use email and social media sites is desired, but not essential.
4. A demonstrated ability to empathise and understand the issues surrounding the transition to university such as academic, administrative, social, and geographical transition.
5. A genuine interest in supporting first year students with an understanding of, and commitment to, social and cultural diversity.
6. A demonstrated ability to share knowledge, skills and experience with students while recognising and encouraging excellence in others.
7. The ability to work in a collegiate, team-oriented way, and facilitate discussions in group settings.
8. The ability to work autonomously to meet deadlines with limited supervision.

The University reserves the right to invite applications and to make no appointment.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.