

Position Description

Position title:	Student Mentor
Faculty and/or School/Section/VCO:	Student Academic and Study Support, Centre for Learning Innovation & Professional Practice (CLIPP)
Campus:	All
Classification:	HEW 1.1
Employment mode:	Fixed-term appointment
Probationary period:	Not Applicable
Time fraction:	Casual, up to 27 hours
Recruitment number:	Not Applicable
Further information from:	Program Coordinator, Student Academic and Study Support Telephone: (03) 5327 6997 E-mail: sass@federation.edu.au
Position description approved by:	Nina Fotinatos Director, CLIPP

This position description is agreed to by:

Employee name

Signature

Date

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

Warning: uncontrolled when printed.

Authorised by: Director, Human Resources
Document owner: Manager, Human Resources

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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. Make contact with 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 an exceptional knowledge of Federation University Australia's support services and be able to refer students to the appropriate service as required.
5. Be respectful of students' privacy and maintain confidentiality.
6. Represent Federation University Australia in a positive manner, including outside of the campus location 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. For a more complete understanding and

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further information please access the Interim Charter at:
http://federation.edu.au/__data/assets/pdf_file/0005/205268/2015-Charter-FINAL-041114.pdf

11. Undertake the responsibilities of the position adhering to:
- Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OH&S) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of Supervision and Responsibility

Supervision

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.

Task Level

Perform a range of straightforward tasks where procedures are clearly established. May on occasion perform more complex tasks.

Organisational Knowledge

Student Mentors are required to possess knowledge and understanding of Federation University Australia's structure and the support services available to students. It is the Student Mentor's responsibility to maintain a professional relationship with School representatives and to continue to be informed of services.

Student Mentors may provide general information/advice and assistance to members of the public, students and other employees which is based on a broad knowledge of the employee's work area/responsibility, including knowledge of the functions carried out and the location and availability of particular personnel and services.

Judgement, Independence and Problem Solving

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Solve relatively simple problems with reference to established techniques and practices. Will sometimes choose between a range of straightforward alternatives. Student Mentors will be required to advise commencing students on the relevant and available support options available to them within Federation University Australia's structure. This advice will vary for each student and for each situation.

Student Mentors will be required to use judgement in the referral of students to support mechanisms and in the identification of issues that require professional intervention. Student Mentors will be supported in this process by the Student Academic and Study Support Program and School representatives.

Student Mentors will be expected to perform a combination of various routine tasks where the weekly work routine will allow the flexibility to rearrange some work sequences, provided the prearranged work priorities are achieved.

Typical Activities

Student Mentors are expected to support a group of commencing students during their term of employment. Student Mentors are expected to at a minimum perform these tasks:

- communicate with commencing students via a variety of ways, including but not limited to telephone, email, Moodle chat, in person, and (where appropriate) social media on a weekly basis;
- maintain regular contact with Mentor Team Leader, Student Academic and Study Support Program staff and School representatives and ensure that electronic correspondence is dealt with in a professional and timely manner;
- report all contact with commencing students to the Student Academic and Study Support Program weekly;
- assist with School events as required during your employment;
- maintain current knowledge of student support services at Federation University Australia.

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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:

- satisfactorily completed at least one semester of an undergraduate degree (or equivalent), and;
- be enrolled in an undergraduate degree at Federation University Australia during their employment, and;
- achieved a pass (P) grade average in their last semester of study at Federation University Australia.

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/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, Centre for Learning Innovation and Professional Practice.

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; applicants must have satisfactorily completed (achieved a pass (P) grade average) one semester of an undergraduate degree (or equivalent) and be enrolled in an undergraduate degree at Federation University Australia in the semester they are employed. If not achieved, please submit a brief summary of the extenuating circumstances experienced that led to this.
2. Applicants must be knowledgeable of the campus they will be mentoring at, 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 discussion in a group setting.
8. The ability to work autonomously with limited supervision to deadlines.