



PEER MENTOR (POSITION DESCRIPTION)

THE ROLE

Student engagement and success is at the forefront of everything we do at Macquarie University. We know all opportunities and experiences, particularly those outside the classroom, can impact a student's pathway to success. We want to make sure that we provide as much support as we can to students as they start their journey at Macquarie.

The [Macquarie University Peer Mentors](#) program is a co-curricular, university-wide peer support program that connects new students with current students, to enhance their experience and improve their chances of success during the transition to university. As a Peer Mentor, you'll get to help students through the challenging process of their first Session at Macquarie, gain invaluable employability skills and meet new people. Volunteering is also a great way to add to your experience and personal growth and is beneficial to the University and the community.

By becoming a Peer Mentor, you will develop transferable skills such as organisational, leadership, and communication skills as well as develop cross-cultural awareness by connecting with a diverse range of students, fellow Peer Mentors and Peer Leaders. These skills will prove useful for the remainder of your time at Macquarie and throughout your career.

A mentor is defined as an experienced and supportive role model. As a Peer Mentor in our program, you will be a friendly face to new students in their first session and support them in their transition and adjustment to Macquarie by:

1. Providing 'just-in-time' information and 'insider-advice' to help them navigate their new learning environment, systems, services and support networks here at Macquarie
2. Building a sense of belonging and connection to the Macquarie community by facilitating introductions and opportunities to experience university life through events, workshops and programs.

In Session 1, 2022 the Macquarie University Peer Mentors will be required to help students transition through the following phases:

- **Training and Onboarding Phase**
 - Peer Mentors will participate in self-paced as well as live training to learn about their role from January – February 2022.
 - Active involvement and support of the onboarding programs and events for new students during Orientation Week (Monday 14 February 2022 – Friday 18 February 2022).
- **Phase 1: Formal Mentoring Relationship**
 - **Definition:** A new student selects - and will be matched with - a Peer Mentor most appropriate for them via the dedicated software platform that we use for online engagement, the [Macquarie University Mentor Network \(MUMN\)](#). Once matched, the Peer Mentor will be responsible for guiding new students through the first 7 weeks of university via regular contact including weekly messages, social gatherings and invitations to meet their peers.
 - **Duration:** Weeks 1 – 7 (Monday 21 February – Friday 8 April 2022).
- **Phase 2: Community Mentoring**
 - **Definition:** Community mentoring focuses on connecting new students to the wider Macquarie community, starting with other students and Peer Mentors involved in the program. This involves open communication and sharing engaging content on MUMN via discussion posts, and as needed meetings or engaging events rather than weekly contact. Students can instant message a Peer Mentor of their choice and/or their peers, with key information, support and guidance to be provided by Peer Mentors during this time.
 - **Duration:** Weeks 8– 13 (Monday 25 April – Friday 3 June 2022).

Please note that as a Peer Mentor you will NOT be expected to provide counselling or provide academic or financial advice. This program is designed to provide guidance and support to students at the beginning of their journey at Macquarie University.

RESPONSIBILITIES

Peer Mentors are expected to:

- Represent the Macquarie University Peer Mentors program at official Macquarie University events
- Facilitate individual (1:1) and small group discussions, meetings and activities between students
- Attend, support and actively promote events designed to connect students and build the MQ student community – particularly during the orientation and transition periods (first seven weeks of session)
- Support and advise mentees for the duration of the program, both online and face-to-face (as required)
- Support mentees on how to navigate the University learning environment and refer to appropriate support, services and facilities as necessary
- Conduct university campus tours and library tours (may be online or on-campus)
- Support mentees in finding their way around Sydney (if they are rural/regional or international students)
- Provide feedback about the program and other university services as required.

QUALIFICATION CRITERIA AND SKILLS REQUIRED

To qualify to be a Peer Mentor:

- You must have completed at least one session of study at Macquarie University
- You must also plan to enrol for at least one unit in Session 1, 2022 at Macquarie University.

Skills required	<ul style="list-style-type: none">• Effective verbal and written communication• Willingness to help others• Ability to relate to others and show empathy• Good organisational and time management skills• Ability to take initiative and comfortable talking to strangers• Good cultural awareness and understanding of interpersonal differences
Personal attributes	<ul style="list-style-type: none">• Reliable, punctual and accountable• Adaptable and like to learn new skills• Positive outlook and enjoys helping others• Passion for contributing to student life at MQ and improving the new student starting experience• Interest in volunteering

COMMITMENT AND PROGRAM REQUIREMENTS

Peer Mentors commit for one session (as defined from December 2021 – June 2022) and will be required to complete approximately 40 hours of training and service. Half of these hours will be for Peer Mentor training which will be held for up to 2 days in mid-February, usually before Orientation Week. The remaining hours of service will be split across the study session weeks from February to June 2022 and will include:

- Support and facilitation of activities and events as part of Orientation Week
- Regular, proactive and responsive contact with mentees in both the formal and community mentoring phases
- Active support and participation in peer-led events and professional development opportunities
- Contribute to the continuous improvement of the program, and regular interaction with Peer Leaders, as required by the Mentors Team.

Upon completion of the program requirements the Peer Mentor will receive:

- Certificate of Service to recognise their contribution to the Macquarie community
- Official co-curricular recognition on [AHEGS](#)
- 20 points awarded towards [Global Leadership Program \(GLP\)](#)

MORE INFORMATION

Due to the uncertain situation created by COVID-19, some events, including training days and Orientation Week events, are not guaranteed to be held on campus. Additionally, some dates as indicated in this position description may be subject to change due to these circumstances. Should this occur, the Mentors Team will keep you informed via regular communication to your student email address during the recruitment phase, and via the MUMN platform and virtual catch-up sessions during your program service.

The Mentors Team will provide comprehensive training and guidance to help you succeed in your volunteer role. If you have any urgent questions or concerns, please contact us at mentors@mq.edu.au