PEER MENTOR (POSITION DESCRIPTION)

ROLE OVERVIEW

Student engagement and success is at the forefront of everything we do at Macquarie. In Student Life, we know all opportunities and experiences – particularly those outside the classroom – will impact a student’s pathway to success. The Macquarie University Peer Mentors program is a co-curricular experiential university-wide peer engagement program that connects new students with their peers, to enhance their starting experience and improve their chances of success during the transition to university. The Peer Mentors Program uses dedicated software for online engagement and mentoring called the Macquarie University Mentor Network, where mentors and mentees can connect in a variety of ways for several mentoring programs at Macquarie.

The role of the Peer Mentor is to 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 supports
2. Building a sense of belonging and connection to the Macquarie community by facilitating introductions and opportunities to experience uni life at events(workshops).

In Session 1, 2021 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 and live training to learn about their role in mid-January to mid-February
  - Active involvement in the onboarding programs for new students during Orientation Week (15th February 2021 – 19th February 2021)

- **Phase 1: Formal Mentoring Relationship**
  - **Definition**: A new student selects - and will be matched with - a Peer Mentor most appropriate for them via the Macquarie University Mentor Network (MUMN). This Peer Mentor will guide them through the first 6 weeks of university via regular contact including weekly messages, social gatherings and invitations to meet their peers.
  - **Duration**: Weeks 1 – 6 (Monday 22 February – Friday 2 April 2021).

- **Phase 2: Community Mentoring**
  - **Definition**: Community mentoring focuses on connecting to 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 rather than ongoing 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 7 – 13 (Monday 19 April – Friday 4 June 2021).

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/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 six 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 (if applicable)

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, 2021 at Macquarie University.

Skills required

- 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

- 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 January – June 2021) and will be required to complete approximately 40 hours of training and service. Half of these hours will be for training, which will be held from mid-January to February. The remaining hours of service will be split across the study session weeks from February to June 2021 and will include:

- Regular, proactive and responsive contact with mentees in both formal and the community mentoring phases
- Active support and participation in peer-led events and professional development opportunities
- Contribute to the continuous improvement of the program, and their 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

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 the Program Officer (Mentors) at mentors@mq.edu.au