

Position Title: Academic Resource Advisor/SOS Coordinator

Number of Positions: 2 for SU19; 5 for FW19

Rate of Pay: \$15/hr

Position Reports to: College Academic Coordinator and Assistant to the Head of the College

1. Job Description

The **Academic Resource Advisor/SOS Coordinator** belongs to the Student Ombuds Services (SOS) organization at Bethune College. This academic student organization has 150 peer leaders (paid and volunteer) who provide free peer academic support services to York students. SOS services especially target first and second year students in the Faculty of Science and Lassonde School of Engineering since we understand how difficult the transition to university can be. The SOS Coordinators are the student leads of an exciting team who exercise good judgement and decision-making to ensure the success of the SOS programs. More information on each program and the recruitment process can be found at: bethune.yorku.ca/sos

- PASS Coordinator – SU19 and FW19
- Peer Mentor Coordinator – SU19 and FW19
- Peer Tutor Coordinator – FW19
- Class Representative Coordinator– FW19
- Training, Planning and Outreach Coordinator– FW19

Job Duties: Under the **direction and supervision of the College Academic Coordinator**, the following core duties will vary based on SOS program but all coordinators may be required to:

- Assist the College Academic Coordinator in the planning and execution of recruitment and training for new SOS Peer Leaders.
- Assist the College Academic Coordinator with the tracking and evaluating of SOS programs. Compile program data into comprehensive presentations.
- Create and edit documents for recording and reporting program outcomes.
- Use their time management skills and attention to detail to plan, organize and run numerous events throughout the year.
- Assist in the planning of the year-end Retreat day in April/May where returning and new SOS members are brought together for a day of goal setting and orientation activities.
- Collaborate with one another and other SOS leaders to support student learning.
- Keep records of meeting attendance and report regularly on their progress to the College Academic Coordinator.
- Oversee the Bethune Academic Community (SOS) Facebook group and participates in a social media strategy for engaging students.
- Serve as a mentor for other SOS peer leaders. Respond effectively to crisis situations providing support and de-escalation.
- Participate in team meetings and chairs their program meetings.
- Assist with the planning and implementation of a SOS recognition program to motivate and appreciate their leaders.
- Assist with the development of learning activities and materials to support their SOS program.
- Assist with the yearly programming and content including social media strategy and outreach, research and engagement projects, assessments and analytics as well as event support and outreach.
- Participate and assist in the implementation of a training program for all SOS leaders.
- Provide peer-to-peer mentorship for incoming students at on-campus and at off-campus events.
- Document weekly processes, procedures and learning.
- Liaise with current students and student leaders at York on matters pertaining to leadership development.
- Write and send out regular communication to all SOS peer leaders.
- Cultivate a sense of community and pride amongst Bethune College students.

- Is the Senior Peer Leader for the volunteer or paid program peer leaders. Organize the scheduling of shifts and troubleshoot any shift conflicts and absences. See the explanation below for each program.
 - a) PASS Leader Paid Program Duties:
 - Attend all lectures presented by the course director/instructor for the course assigned to (3 hours per week).
 - Plan and prepare your organized study sessions (approx. 2 hours per week).
 - Hold two 90-minute organized study sessions per week for the course responsible for (3 hours per week). While some other work may need to be completed, PASS leaders are not expected to hold study sessions during the exam period.
 - Collaborate with Peer Tutors and Class Representatives within SOS to support student learning.
 - Keep records of study session attendance and report on your progress as necessary.
 - Attend regular program meetings with the PASS coordinator and/or the College Academic Coordinator.
 - Be professional, inclusive and welcoming, in your communication.
 - b) Peer Mentor Volunteer Program Duties:
 - Staff Office Hours (minimum 2 hours/week).
 - Attend biweekly meetings with the Peer Mentors.
 - Communicate with first year mentee groups. This includes sending out biweekly emails to your mentee groups based on meeting minutes provided to you by the Peer Mentor Coordinators. This also includes answering mentee questions via email or in person.
 - All Peer Mentors must be able to attend York Orientation Day **Sept 3, 2019**.
 - Research, prepare and present a minimum of 1 seminar per academic year.
 - Attend a minimum of 1 feedback session.
 - Complete all necessary scheduling polls and program tasks assigned by the Peer Mentor Coordinators.
 - Attend the annual SOS Retreat on **April 28, 2019**.
 - Assist with SOS events such as recruitment, socials and SOS open house.
 - Assist with advertising SOS services and events.
 - c) Peer Leader Training and Outreach
 - Help with the recruitment and training of new SOS peer leaders.
 - Assist with the assessment, improvements, planning and running of basic peer leadership training every semester.
 - Oversee the planning of additional training days.
 - Take a lead role in organizing and planning the SOS wide retreat
 - Work with all other coordinators to help ensure efficient and effective delivery of SOS services and events.
 - Work with the Academic Coordinator and the College Head Office to ensure effective delivery of SOS services.
 - Work to advertise SOS services to York and help coordinate and organize events that help build connections between SOS and the York community
 - Help plan coordinator functions and meetings – such as taking minutes at weekly meetings or planning coordinator socials
 - Take a lead role in maintaining the SOS Facebook page and other social media sites
 - Recruit, train and monitor the performance of Graduate Peer Mentors.
 - Assign students requesting mentorship to appropriate graduate mentors
 - Assess the success of the mentorship relationship between GPMs and our undergraduate students
 - d) Peer Tutor Volunteer Program Duties:
 - Provide a minimum of two regularly scheduled tutoring hours per week between 2:30pm and 6:30pm, Monday to Thursday or 2:30pm to 4:30pm on Friday.
 - Attend bi-weekly program meetings with the Peer Tutor Coordinator and/or Bethune College Academic Coordinator.
 - Communicate promptly and efficiently with the Peer Tutor Coordinator, Academic Coordinator and/or other Bethune College faculty, staff or leaders.
 - Complete all necessary scheduling polls and program-associated tasks assigned by the Peer Tutor Coordinator and/or the Academic Coordinator.
 - Check your YorkU email frequently to ensure you are staying updated on program information
 - Collaborate with PASS Leaders and Class Representatives to support student learning.

- Be an active member of SOS and contribute to our overall mission of enhancing student engagement and academic success. Attend at least one SOS event per semester outside of your tutoring hours and help with advertising SOS services.
 - Be professional, inclusive and welcoming, in your communication.
- e) Class Representative Volunteer Program Duties:
- CR for all 1st and 2nd year courses in the Faculty of Science and Lassonde School of Engineering
 - CRs strengthen the ties between students and course directors/instructors by fostering communication.
 - CRs also help students become more engaged and perform better in their courses.
 - CRs connect with the course instructor, they organize study groups and make regular in-class announcements on behalf of BC regarding workshops, seminars and social events.
 - CRs can share their ideas and strategies to help their classmates, as well as leadership training, support and feedback.

2. Qualifications:

- Current York undergraduate student.
- Second year of studies or higher in good academic standing.
- Have undergraduate student leadership experience or equivalent off-campus experience.
- Familiarity with SOS programs. (Does not need to be a current SOS leader.)
- Proficient written and oral communication skills.
- Demonstrate reliability, punctuality and enthusiasm towards new experiences and learning.
- Professional, inclusive and welcoming in their communication, and are required to sign a confidentiality agreement.
- Must complete all training mandated by provincial and/or federal law and/or York University.
- Must complete any additional internal SOS training (Basic Peer Leadership and SafeTALK).
- Must be workstudy eligible [sfs.yorku.ca/employment/clay] and must complete the online Student Financial Profile [sfs.yorku.ca/aid/sfp] prior to being hired.

3. Work Schedule Demands and schedule may vary through the year. Typical schedule includes:

- SOS Coordinators will use 12-15 hours per week to plan/prepare/oversee their programs.
- SOS Coordinators will conduct weekly meetings with their units – sometimes requiring 2-3 meetings/wk to meet with all members.
- SOS Coordinators will meet weekly with the College Academic Coordinator/Supervisor
- SOS Coordinators provide 200+ hours of service during the SU term.

4. Competencies The **SOS Coordinator** will have opportunities to develop and enhance specific skills in:

- Communication,
- Interpersonal Connections,
- Personal Success
- Social Responsibility and Community Engagement
- Critical Thinking and Problem-Solving
- Leading and Mentoring
- Knowledge Acquisition and Application

5. Personal and Professional Development

“As part of your work study experience, you will be asked to participate in Becoming YU – a new program designed to support students in creating meaningful goals and objectives, recognize the value of your experiences, identify the leadership and career competencies you gain through these experiences and confidently articulate your skills and experiences, whether it’s for a future job or further education opportunity. Throughout your work/study experience you will have the opportunity to meet regularly with your coach to set goals and objectives, report and reflect on your progress and get valuable feedback.”

6. Student Learning Components

Orientation and Training and Ongoing Professional Development:

- MUST attend a Basic Peer Leadership Training Day, tentative date: **May 1, 2019**.
- The Basic Peer Leadership training is a non-credit course (BC3000) which goes on their transcript.
- MUST attend York Orientation Day Training in **August 26, 2019**.
- MUST attend York Orientation Day on **September 3, 2019**.
- Opportunity to enrol in Advanced Peer Leadership courses (BC3010 3.0, BC3900 0.0), and attend leadership workshops and conferences during the year.

Feedback, Ongoing Support and Reflection:

- SOS Coordinators will meet with the College Academic Coordinator on a weekly basis.
- SOS Coordinators must attend the annual SOS Retreat, tentative date **April 28, 2019**.
- Opportunity to enrol in Advanced Peer Leadership courses (BC3010 3.0, BC3900 0.0), and attend leadership workshops and conferences during the year
- SOS Coordinators will regularly provide and receive feedback and support to and from other SOS Coordinators.

Networking and Mentorship Opportunities:

- SOS Coordinators will collaborate with all SOS programs (PASS, Peer Tutoring, Peer Mentors, Class Reps, Student Ambassadors) on a regular basis.
- Opportunity to work alongside professional staff of the Office of the College Head.
- Opportunity to work with a vibrant, diverse team of York students.
- Opportunity to establish lasting relationships with student leaders from a variety of Faculties and student groups across York University.
- Opportunity to learn about, participate, and volunteer in other York activities and events.
- Opportunity to serve as a role model and share your experiences with new students.
- Opportunity to serve as a role model to a team of approximately 150 Bethune Peer Leaders (SOS).

Personal and Professional Development, Classroom and Workplace Competencies:

- Exposure to and experience within a professional office environment.
- Experience developing interpersonal, communication, public speaking, and presentation skills.
- Enhanced academic success skills to complement classroom learning (e.g. improved ability to deliver classroom presentations and communicate academic ideas in a thoughtful and eloquent manner).
- Enhanced leadership and collaboration skills.
- Development of effective time and workflow management skills and organizational skills.
- Developing the ability to identify and articulate one's own learning, through reflections, feedback and meetings with team and supervisor.
- Further development of independence and self-reliance, including problem solving

The Work Study Student program provides on-campus job opportunities for eligible York University undergraduate students. Work Study Student employees are provided opportunities to contribute to support roles while developing valuable, relevant skills and work experience for the workplace. These roles offer a learning and development opportunity for Work Study Student employees to receive experiential on-the-job training, guidance and mentorship. Under the guidance of permanent staff members, Work Study Student employees will provide support to their relevant department/faculty in clerical, administrative and technical capacities.