

## Position #954740

### FW20 = Student Success Mentor LEAD (SOS PM, CR, P&T Coordinators)

### FW19 = Academic Resource Advisor/SOS Coordinator

Number of Positions: 4 for FW20

Rate of Pay: Level 2 - \$15/hr

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

#### 1. Job Description

The **Academic Resource Advisor/SSM Lead** 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 & Lassonde School of Engineering since we understand how difficult the transition to university can be. The SSM Leads 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/jobs](http://bethune.yorku.ca/jobs).

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

- Assist the College Academic Coordinator in the planning and execution of recruitment and training for new SOS 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.
- 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 senior mentor for other SSMS and responds 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 their program.
- 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 SSMS within their program.
- Cultivate a sense of community and pride amongst Bethune College students.

- Specific duties and timelines related to each of the four positions include:
  1. Peer Mentor Coordinator (Science):
    - Recruit and Hire Peer Mentors (as needed)
    - Schedule, supervise and support Peer Mentors in planning weekly seminars
    - Schedule and support Peer Mentors in holding regular drop-in office hours
    - Coach Peer Mentors in their interactions with their mentees
    - Plan for the future of the Peer Mentorship program
    - Assist with SOS events such as recruitment, socials and SOS open house
    - Assist with advertising SOS services and events
  2. Peer Mentor Coordinator (Lassonde)
    - Work with the Lassonde Student Welcome and Support Centre to assist with the Lassonde Peer Helper program
    - Organize and support various workshops and events
    - Provide peer-to-peer support for new students through the development of resources and social media engagement.
  3. Planning and Training Coordinator
    - Plan and Facilitate Basic Peer Leadership Training (Fall and Winter semesters)
    - Plan and Facilitate ongoing monthly training for each of the SOS programs
    - Analyze and Evaluate the success of the Bethune College training model
    - Ensure Bethune College training satisfies the College Reading & Learning Association program certification standards
    - Develop training materials for the Fall/Winter semesters
    - Represent SOS on the Bethune College Council
    - Assist with SOS events such as recruitment, socials and SOS open house
    - Assist with advertising SOS services and events
  4. Class Representative Coordinator:
    - Recruit and Hire Class Representatives each semester
    - Plan and Facilitate Class Representative training
    - Provide ongoing support, coaching and instructions to the Class Representatives in each of their roles
    - Collect, organize and analyze data for each of the SOS programs
    - Provide support as needed to the other SOS programs

## **2. Required Qualifications:**

- Current York undergraduate student.
- Second year of studies or higher with B+ GPA.
- 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.
- Demonstrated reliability, punctuality and enthusiasm towards new experiences and learning.
- Demonstrated professional, inclusive and welcoming communication.
- Must be work-study eligible [[sfs.yorku.ca/work-study-programs](https://sfs.yorku.ca/work-study-programs)].
- Must complete the online Student Financial Profile [[sfs.yorku.ca/aid/sfp](https://sfs.yorku.ca/aid/sfp)] prior to being interviewed and/or 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 FW terms.

4. **Competencies** **SSM Leads** 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 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:
- The Basic Peer Leadership training is a non-credit course (BC3000) which goes on their transcript.
- MUST attend York Orientation Day Training in **August 31, 2020.**
- MUST attend York Orientation Day on **September 8, 2020.**
- 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.
- 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.