



## STUDENT MENTOR JOB DESCRIPTION

- Responsible to:** Student Support Advisors and Student Community Welfare Manager
- Outline of Post:** To provide advice and guidance to students living in University of Birmingham residences on a wide range of issues related to shared living and accommodation, academic and learning, financial and general wellbeing when living and studying at the University of Birmingham. Advice and guidance will be delivered to students through 1-2-1 support, in group settings and through student activities and events. All relevant training will be provided.
- Working hours:** During term time, you will be required to work one to two 4 hour shifts each week and attend a weekly team meeting held every Wednesday at 2pm for approximately two hours. Student Mentors are required to work evenings and occasionally weekends. Student Mentors must be available to work over Arrivals Weekend (21<sup>st</sup> & 22<sup>nd</sup> September 2019) and during Welcome Week (w/c 23rd September 2019). Student Mentors must also attend a compulsory 4 day paid training course in June 2019 (w/c 10th June – dependant on exam period) and 4 further paid training days the week before Welcome Week in September (w/c 16<sup>th</sup> September 2019).
- Salary** £8.00 per hour

## Duties and Responsibilities

### General Duties

1. To provide advice and guidance to students from the Student Mentor Scheme Office on a wide range of issues throughout the year.
2. To actively aid and support students during the transition into University life and residences.
3. To help deliver a range of Welcome Week events to welcome students to the University of Birmingham.
4. To identify when a student may be experiencing difficulties and develop a plan of support with the guidance of Student Support Staff.
5. To have a good knowledge and understanding of other Guild and University departments and to refer students as appropriate onto further sources of help.



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6. To accurately record confidential and sensitive information.
7. To assist in the running of the Student Mentor Scheme Office when on shift. This includes utilising and maintaining a filing system, recording casework information on a database and keeping the office clean and tidy.
8. To help deliver awareness-raising events and activities on issues facing students for example, house-hunting, exam stress and personal safety.
9. To provide mediation to flat mates facing shared-living difficulties.
10. To provide one to one support to students with additional needs and/or a disability.
11. To contribute to the development of the Student Mentor Scheme by suggesting new ideas to engage with students.
12. To attend a weekly team meeting.
13. To complete compulsory training as required.

### Service Provision

14. To contribute to your immediate team and the wider team, including University of Birmingham Site Staff, ensuring good communication and co-operation.
15. To ensure you observe service policies as communicated to you.
16. To recognise your own limitations and work within them, seeking further support and guidance as necessary.
17. To contribute to the welfare support services in residential accommodation.
18. To develop a general knowledge of other Guild departments as you may be required from time to time take part in other work unrelated to the role as directed by your Line Manager.
19. To adhere to the Guild's confidentiality policy when dealing with highly confidential and sensitive information.

## STUDENT MENTOR PERSON SPECIFICATION

Criteria	Essential	Desirable
Knowledge of key issues that affect students including an understanding of issues related to shared living, accommodation, academic, finance and wellbeing.	✓	
Experience of working independently	✓	
Experience of dealing with difficult, sensitive or unexpected situations.	✓	
Excellent listening and communication skills	✓	
Ability to initiate contact with other students in a confident manner	✓	
Ability to establish strong working relationships with a range of individuals	✓	
Ability to ensure observation of service procedures, for example maintaining confidentiality.	✓	
Approachable and personable	✓	
Empathetic	✓	
Self-motivated and self-reliant	✓	
Uses own initiative to solve problems	✓	
Awareness of own limitations and boundaries	✓	
Flexible and responsive to service/student needs	✓	
Excellent spoken communication, with fluency in English	✓	
Able to work as a team with a range of individuals	✓	
Non-judgemental and committed to equality of opportunity for all	✓	