



IMPROVE LIFE.

JOB DESCRIPTION Online Community Mentor

CONTRACT PERIOD: Beginning of Online Community Mentor Training (August 31st, 2021) until the end of the Fall Semester exam period (December 2021). Contract may be extended pending available work for the Winter 2022 Semester.

REMUNERATION: While workloads will vary based on the time of year, Online Community Mentors will work an average of 10 hours/week. Online Community Mentors will be paid a stipend of \$2100.00* for the contract period. (*currently under review)

REPORT TO: Online Community Mentor will report directly to their designed Gryphons Nest Manager, who will provide training, support, and assistance in the execution of their responsibilities.

POSITION SUMMARY

Online Community Mentors are senior students who are expected to act as mentors and offer support to students assigned to their virtual community. They have responsibility for individual student relationship development and support, community building and management, dissemination of information from the University community, and providing information about their virtual community to their designated supervisor. Online Community Mentors are expected to develop quality working relationships with their colleagues and are expected to demonstrate a commitment to university life by working to create a sense of community that contributes to students' holistic development. *The characteristics and make-up of each virtual community will vary based on the unique characteristics of each group of students (e.g. academic program). As such, the specific duties of an Online Community Mentor will vary slightly due to the needs of the students in each virtual 'area.'*

QUALIFICATIONS

- Strong written and oral communication skills, including the ability to engage in effective small talk and lead 1-on-1 conversations with students through online chat and video connections.
- Ability to effectively address sensitive topics with students and make referrals to campus resources.
- Strong organizational and time management skills.
- Digital literacy; proficient with Microsoft Teams and various social media platforms.
- Strong group facilitation skills, including comfort and competency in leading large groups of students.

RESPONSIBILITIES

A. COMMUNITY EDUCATION AND DEVELOPMENT

- Create and/or facilitate community development activities as identified in the Gryphons Nest (GN) Curriculum, including but not limited to: Community Meetings, Community Experiences, and the facilitation of GN-wide programming (e.g. Orientation Week).
- Engage students in passive (written/visual) programming as directed by the GN Curriculum.
- Plan and facilitate creative programming using MS Teams as directed to support students' success.
- Practice risk management when planning and implementing programs.
- Role model appropriate and healthy behaviour to students, upholding the Policy on Non-Academic Misconduct and expectations and responsibilities established by the program.

B. STUDENT SUPPORT

- Be familiar with academic and personal services available through the University.
- Establish, develop, and maintain relationships with each community member, regularly interacting with each through informal connections and OCM Chats, as outlined in the GN Curriculum.
- Use MS Teams to advertise community events and engage with students in the community.
- Assess how students are doing and refer students to U of G resources as required.
- Appropriately report potential student concerns, including immediately reporting any potential emergency and/or crisis situations as per response procedures.



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C. TEAM DEVELOPMENT

- Facilitate and/or engage in collaboration and team building responsibilities as required.
- Help support a positive work environment for all team members, addressing and resolving conflicts appropriately when needed.

D. ADMINISTRATIVE FUNCTIONS

- Attend weekly staff meetings at times to be determined by their designated supervisor in accordance with team-member academic schedules.
- Read and familiarize oneself with any training material distributed by your supervisor.
- Become familiar with the GN curriculum and refer to the document to understand upcoming administrative tasks.
- Communicate regularly with the designated supervisor through weekly Community Reports, 1-on-1 meetings (bi-weekly at minimum), email, and other documentation as required.
- Use StarRez to document/report student concerns as required.

E. STUDENT BEHAVIOURAL SUPPORT

- Report and mediate any/or refer conflicts between students within your community as necessary.
- Report and address, as applicable, any behaviours that may violate Gryphons Nest Community Expectations, employing restorative and developmental approaches.
- Ensure students' privacy is maintained with respect to students' behaviour and incidents occurring within virtual communities

F. ADDITIONAL DUTIES

- Additional duties as assigned by the designated supervisor or designate.

STATEMENT OF DECLARATION

To help ensure quality applicants, Student Housing Services, Student Experience, Library Services, and Athletic Services will review the volunteer, employment, and residence history of all applicants, which includes, but is not limited to behavioural, conduct, and employment. Applicants whose non-academic misconduct (i.e. violation of RCLS) or employment history are deemed to be above the acceptable threshold will not be invited to the interview phase. An applicant's behavioural history (i.e. personal wellness, mental health) is reviewed by a non-hiring manager at point of offer. Where there is a bonafide concern with an individual's behavioural history (based on the requirements of the job) an a) offer of employment will be conditional upon the applicant meeting specified expectations that ameliorate the concerns or b) an offer will not be made.