

Job Description

Job Title:	Coordinator, Peer Mentorship
Department:	Student Success Office
Reports To:	Manager, Student Experience
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	August 2020

Primary Purpose

The Coordinator, Peer Mentorship is accountable to the Manager, Student Experience for the co-ordination of intentional peer mentorship programs for new and current students. This includes developing, coordinating, and delivering common recruitment, training, assessment, and recognition components for key partner's various peer mentorship programs, including supported learning groups. The Coordinator, Peer Mentorship is also responsible for the overall coordination and delivery of the Foundational Training Program for Peer Leaders. The Coordinator, Peer Mentorship will function primarily in the areas of student development, student transition, programming, event management, and administrative capacities. The Coordinator, Peer Mentorship works collaboratively with the Student Experience Team and the broader Student Success Office on issues that affect student development. These include but are not limited to research relating to: student transition, factors that contribute to student success and university readiness, best practices at other institutions, developing and delivering intentional and engaging programs for students, as well as student staff and volunteer recruitment, training, and development.

Key Accountabilities

Program Administration and Development

- Oversees and manages all administrative components of the the Foundational Training Program for Peer Leaders. This includes, but is not limited to, participation registration, tracking and monitoring training completion, updating LEARN course content, and maintaining an updated database of program participants.
- Develop, coordinate, and implement supporting components of peer mentorship programs to enhance existing university efforts in assigned area of responsibility.
- Provide support and direction in key administrative tasks, including but not limited to ongoing review and evaluation of program goals and learning objectives.
- Support critical and intentional elements of existing and new peer mentorship programs delivered by key campus partners. This includes developing and delivering training modules, training and supervising the delivery of training modules by student facilitators, providing central support for recruitment and recognition efforts, and researching and designing appropriate assessment tools for new and existing programs.

Student Staff Management and Development

- Provide excellent leadership to all student staff in the Co-ordinator's area of responsibility. This will include creating and maintaining positive working relationships by establishing a clear set of reasonable and mutually agreed upon expectations, effectively measuring and evaluating performance, and providing ongoing feedback. The Co-ordinator is expected to provide solid training and development for all student staff.
- Maintains consistent and appropriate levels of communication with student staff to ensure ongoing engagement and accountability.
- Responsible for the recognition and appreciation of student staff. He/she works closely with other staff in the SSO to ensure compensation and appreciation of student staff and volunteers is equitable whenever possible.

Program Assessment and Evaluation

- Works closely with staff in the SSO to design and implement assessment methods and tools to measure achievement in all areas of responsibility, including learning outcomes, program goals and objectives and individual program success.

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- Conduct research (e.g., surveys, focus groups) to understand, evaluate and make improvements to peer mentorship program success.
- Be knowledgeable and remain abreast of the needs of students including best practices at other institutions, current research, and trends, and forecasting future developments for the diverse University of Waterloo student population.
- Uses student feedback and data to provide recommendations for future program adjustments and considerations

Relationship Building

- Collaborates with campus partners to ensure students are provided with the necessary support, resources, and information pertinent to their University of Waterloo student experience.
- Create and facilitate a community of practice around peer mentorship on campus.
- Build trust and partnerships with other departments with established peer mentorship activities or commitments to develop activities, leading efforts to form consensus on key supporting components to be commonly delivered across programs
- Key campus partners include but are not limited to: Campus Housing, Campus Wellness, Athletics and Recreation, Co-operative and Experiential Education, the Waterloo Undergraduate Student Union, student groups/clubs/societies, and all Faculties and affiliated University Colleges.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University Bachelor's degree required; Master's or equivalent in related field (e.g. Leadership, Student Development, or Education) is an asset.

Experience

- Experience managing/leading a team in student services, preferably at the University of Waterloo.
- Experience in facilitation required. Master Facilitation Certification preferred.
- Experience developing and delivering programs, workshops or courses within a post-secondary environment.
- Volunteer management/previous staff supervision experience.
- Experience in a student services setting working with students, faculty members/instructors, staff, and student associations.
- Experience working with large Excel spreadsheets, data analysis and report writing.
- Program/project management experience is an asset.
- Teaching experience and/or curriculum design an asset.

Knowledge/Skills/Abilities

- Proven ability to take initiative and be both creative and flexible.
- Outstanding interpersonal communication skills, including written, oral, one on one, and group.
- Demonstrated ability to contribute to and thrive in a collaborative environment and to apply a positive team approach to working with colleagues within and outside of the office.
- Demonstrated ability coaching student staff in facilitation and program content development.
- Proven facilitation skills and an ability to communicate to diverse audiences both in person and online.
- Strong organizational and time management skills.
- Intermediate technical skills with the following programs: MS Word, Excel, PowerPoint, MS Teams

Nature and Scope

- **Contacts:** Internally the Coordinator communicates with direct reports, Student Experience team, SSO Management Team, the Learning Services Team, the Communications team and other campus partners to

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ensure all employees are informed and knowledgeable about Peer mentorship initiatives. Externally, the Coordinator has frequent interaction with campus partners and academic support staff in various faculties.

- **Level of Responsibility:** The Coordinator directly supervises a team of student facilitators.
- **Decision-Making Authority:** The Coordinator will often make decisions in collaboration with others but will also be required to make independent decisions related to the coordination of programs.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within a fast-paced service-oriented office environment; extensive periods of sitting and concentrated use of visual senses. Requires close attention to detail, thoroughness, and accuracy.
- **Working Environment:** Located in a comfortable indoor area, although location can change. Minimal exposure to disagreeable conditions typical of a supervisory position, one where it is occasionally necessary to convey negative or unwelcome information to students or staff. Some weekend and evening work will be required.