

Could you be a Student Mentor?

Could you help make a real difference to other students in University residences? If you are thinking about where you are going to live next academic year and would like to do something rewarding and fulfilling whilst earning yourself money, then being a Student Mentor or Team Leader may well be your answer.

Please be aware that we are now full at Victoria and Jarratt Hall and will not be recruiting anymore residential Mentors for these sites.

Frequently Asked Questions

Q. Who can apply?

A. All Postgraduates, Undergraduates, Home and International students are welcome to apply. Selection for interview will be based on the information provided on your application form.

Q. How do I apply?

A. Make sure the application form is fully completed and returned to the Job Zone. CVs are not accepted. Forms must be received by **Friday 12th February 2010**.

Q. Do I have to live in University accommodation?

A. The Student Mentor role is a residential one. Mentors pay the same rent costs as other students. Each year the scheme also recruits a small number of non-residential Mentors. If you are interested in a non residential position please see the non residential application pack for further information on how to apply. (This recruitment process happens after residential Mentors have been recruited)

Q. What happens next?

A. We will contact you by e-mail with details of your interview time. You will be given a specific interview time and must contact us immediately on 0121 251 2395 if you cannot attend, or by email (mentors@guild.bham.ac.uk). Please contact us by e-mail or phone if you have not heard from us after one week of submitting your application. Please note that not all applicants will be interviewed.

Q. What happens if I am successful and appointed as a Student Mentor?

A. If you are successful you will be informed as soon as possible. Your job offer is subject to satisfactory references and receipt by Housing Services of your full accommodation deposit and signed contract. You must also be available for compulsory training. Team Leader training will take place on 16th and 17th September 2010 and Mentor training starts (Team Leaders attend this also) in the week beginning 20th September 2009. You will be offered work starting in Welcome Week and running through to near the end of the summer term. It is particularly important that you are available for work during Welcome Week. Hours are flexible and will vary throughout the year, but core hours are evenings and weekends. An essential part of the job is providing a paid 'sleep in' duty (approximately once a week), which means being available on site for emergencies at night.

Training Dates: Team Leader training will be on 16th and 17th September 2010, Mentor training from in the week beginning 20th September 2010. You must be available from this date.

As we can not let you know immediately if you have been successful we would recommend making a dual application through Housing Services if you wish to live in residences irrespective of your success in applying for this role.

Q. How much do I get paid?

A. The wage rates for 2009/10 are £5.80 per hour (Mentors) and £6.40 per hour (Team Leaders). Sleep-in evening duty is paid at £14.00 per shift (these rates may change for 2010-11).

The role of a Student Mentor

Mentees

- o You will Mentor a group of around 70-90 students within your site
- o You are there to help your mentees settle into university life, see how they are getting on, and support them if they are having any problems. In many cases these problems can be very simple issues, but occasionally mentors do have to deal with complex problems such as students with mental health difficulties. Although such incidents are rare, Mentors are given training and support for this work by professional support staff.
- o The Scheme runs welfare information campaigns during term time on a variety of topics which Mentors deliver and explain to their mentees

Mentor On-call

- o There is a Mentor on call every night throughout the term time.
- o Working on a rota basis within your team, you will spend 2 hours of an evening shift doing your proactive work. For the rest of the shift you will be in your flat available for any student in the residence if they have any out-of-hours welfare emergencies – this is a sleep-in duty and you are not expected to stay awake all night. The hours of these shifts are 6pm-8am every evening.

Hours of work

You would be expected to do 1-2 shifts per week. Please note – this job will require some commitment and you would have to be available for work throughout the year (and so may not be suitable for certain courses with placements). You may also be asked to work at short notice to visit students with particular welfare needs. Due to sickness of colleagues and any other problems, you may be requested to work additional hours.

Support Provided

The Student Mentor Scheme has a professional and dedicated team of Student Support Advisors (SSA's) who each work full time. They ensure all Mentors and Team Leaders receive ongoing support throughout their mentoring experience. SSA's are always available to answer any queries from Mentors and Team Leaders; this involves providing advice and appropriate information. Although Mentors and Team Leaders are always welcome to visit the SMS office at any time, SSA's hold regular 121's with their Mentors and Team Leaders. The 121's provide Mentors and Team Leaders the opportunity to talk about their mentoring experience, but also for SSA's to address any concerns that they may have and provide further support where needed.

Working as a Team Leader

Being a Team Leader is a great opportunity to develop your leadership skills. Team Leaders have a similar role to the Mentors although they usually will have a slightly smaller group of mentees (around 30-40) giving them an opportunity to experience that side of the job, but they also have the added responsibility of leading a team.

Team Leaders coordinate team meetings, arrange rotas, manage and support the team, liaise with support staff, one-to-one meetings with Mentors, and coordinate the distribution of welfare flyers and so on. Team Leaders ensure service policies and practice are observed by your Mentor team. As a Team Leader you work very closely with support staff and act as a link between them and your team

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You can apply for this position even if you have never been a Student Mentor previously. If your application for the Team Leader post is unsuccessful we will still consider you for a mentoring position.

This challenging but very rewarding job is open to anyone who has experience leading others or feels that they have the ability to lead others.

General Information

Mentors are non-directive and focus on empowering students to manage their own issues. They are there to listen, support and make appropriate referrals to specialist sources of help where necessary. The scheme is run and supported by a team of full time support staff who are there to provide support, advice and guidance to Mentors in all aspects of their work. Whenever the scheme is in operation there is a member of support staff on call each night to ensure the Mentors are properly supported in dealing with welfare emergencies. You will be provided with a Student Mentor polo shirt, which you are expected to wear during your proactive work and when dealing with Mentor issues on call.

The example Mentors and Team Leaders set by their conduct and behaviour is important, as you will be making an important contribution to the welfare of the community in your residence. All staff involved in the scheme are expected to behave in an appropriate manner towards each other and individuals in their residence.

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The Student Mentor Scheme and the Guild of Students is an equal opportunities employer and welcomes applications from all sections of the student population. All students in residences will have equal access to the service and Mentors are expected to be fair and non-judgmental in their work.

Everyone involved in providing the service is responsible for ensuring equal opportunities are a working reality.

Student Mentors are both employees of the Guild of Students and students of the University of Birmingham. As employees any issues or concerns will be dealt with through the Student Mentor Scheme/Guild of Students line management structure. Issues they experience as students can be raised with the Guild Executive (Sabbatical and Non-sabbatical) Officers as appropriate.

N.B. Due to a potential conflict of interest, unfortunately Mentors cannot be on Residence Committees or members of the Guild Executive. If you are not sure whether this would apply to you or not please contact us.

If you wish to leave the Guild's employment, then you should give your Manager good advance warning as detailed in your employment contract.

Further information is available in the Guild Student Staff Handbook and the Student Mentor Scheme Code of Practice.

Job Description- Student Mentor

Responsible to: Student Community Welfare Manager

Purpose of the Post:

To actively encourage fellow students in their residence to settle into and cope with University life, providing appropriate information and ensuring they are offered relevant additional help and support.

Duties and Responsibilities

General

1. To contribute to the welfare support services in residential accommodation, including taking part in the duty and call-out rotas.
2. To attend and participate in initial and follow-up training, weekly team meetings, progress meetings and other meetings as relevant to the post.
3. To ensure you observe service policies as communicated to you.
4. To recognise your own limitations and work within them, seeking further support and guidance as necessary.
5. Other duties as may be required from time to time, as directed by your Mentor Team Leader or Student Support Staff.

Service Provision

6. To establish and maintain regular contact with your designated fellow students
7. To undertake the specified hours of proactive work during each shift, to identify potential welfare problems.
8. To distribute welfare information provided by the scheme e.g. exam stress, personal safety, money.
9. To identify when a student may be experiencing difficulties and inform the Student Support Staff and your team leader as appropriate.
10. To record anonymous statistical information on activities undertaken and any other information as requested by your Line Manager.
11. To take an interest in the students designated within your care and encourage a culture of community.
12. To familiarise yourself with potential further sources of help and refer students on as appropriate.

Emergency/Crisis Management

13. To ensure you are familiar with emergency/crisis procedures and able to implement these effectively.

Liaison

14. To contribute to your immediate team and the wider team, including University Site Staff, ensuring good communication and co-operation.

Person specification: Student Mentor

<i>Criteria</i>	Essential	Desirable	How measured?
Knowledge and experience			
Knowledge of key issues that affect students including an understanding of issues related to shared living.	✓		Interview/ Application form
Demonstrable experience of working independently	✓		Application form
Experience of helping others and/ or working with young people/ students.		✓	Application form
Experience of working under pressure or in an unexpected situation	✓		Application form / Interview
Skills and Abilities			
Good basic listening and communication skills and ability to initiate contact with other students	✓		Interview
Able to establish strong working relationships with a range of individuals	✓		Interview
Ability to ensure observation of service procedures, for example maintaining confidentiality.	✓		Interview
Personal Qualities			
Approachable and personable	✓		Interview
Self-motivated and self-reliant	✓		Interview
Awareness of own limitations and boundaries	✓		Interview
Flexible and responsive to service/student needs	✓		Interview
Excellent spoken communication, with fluency in English	✓		Interview
Able to work as a team with a range of individuals	✓		Interview
Non-judgemental and committed to equality of opportunity for all	✓		Interview

Job Description: Student Mentor Team Leader

Responsible to: Student Community Welfare Manager

Purpose of the Post:

To lead and support a team of Student Mentors within your University residence, in order to actively encourage fellow students to settle into and cope with University life. To provide appropriate information and guidance, ensuring both students and mentors are offered relevant additional help and support as necessary.

Duties and Responsibilities:

General

1. To contribute to the welfare support service in residential accommodation, including taking part in the duty and call-out rotas as necessary.
2. To attend and participate in initial and follow-up training, weekly team meetings, progress meetings and other meetings relevant to the post.
3. To ensure service policies and practice are observed by your Mentor team.
4. To implement staffing policies and procedures if required e.g. Mentor reviews.
5. To recognise your own limitations and work within them, seeking further support and guidance as necessary.
6. Other duties as may be required, as directed by the Student Support Staff

Service Provision

7. To establish and maintain regular contact with your designated fellow students and to encourage a culture of community.
8. To undertake the specified hours of proactive work during each shift, to identify potential welfare problems amongst your students.
9. To establish and maintain regular contact with your designated team of Student
10. Mentors, motivating, supporting and evaluating them as appropriate.
11. To co-ordinate the distribution of welfare information e.g. money and stress.
12. To help Student Mentors identify when someone may be experiencing difficulties and take appropriate action.
13. To record anonymous statistical information on activities undertaken and any other information as requested by your Line Manager.
14. To familiarise yourself with potential further sources of help and refer students as necessary.
15. To oversee your Mentor team's rota and organise appropriate absence cover.
16. To act as spokesperson and point of contact for your team and other staff.
17. To work closely with Student Support staff to co-ordinate and develop the service

Emergency/Crisis Management

18. To ensure you are familiar with emergency/crisis procedures and able to implement these effectively.

Liaison

19. To contribute to your immediate team and the wider team, including University Site Staff, ensuring good communication and co-operation and to encourage team- working within the mentor team.

Person Specification- Student Mentor Team Leader

Criteria	Essential	Desirable	How measured?
Experience			
Knowledge of key issues that affect students including an understanding of issues related to shared living	✓		Interview/ Application form
Demonstrable experience of working independently	✓		Application form
Experience in a leadership/supervisory role	✓		Application form/ Interview
Experience of helping others and/ or working with young people/ students.		✓	Interview/ Application form
Experience of working under pressure or in an unexpected situation	✓		Interview/ Application form
Skills and Abilities			
Good basic listening and communication skills and ability to initiate contact with other students	✓		Interview
Administration skills	✓		Application form / Interview
Ability to establish good working relationships with a range of individuals.	✓		Interview
Ability to co-ordinate and motivate others	✓		Interview
Information gathering skills to enable team to refer students appropriately.	✓		
Ability to ensure observation of service procedures, for example maintaining confidentiality.	✓		Interview
Personal Experience			
Approachable and personable	✓		Interview
Self-motivated and self-reliant	✓		Interview
Awareness of own limitations and boundaries.			Interview
Flexible and responsive to service/student needs	✓		Interview
Excellent spoken communication, with fluency in English	✓		Interview
Assertive and decisive	✓		Interview
Non-judgemental and committed to equality of opportunity for all	✓		Interview

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