Toronto Metropolitan University

Student Life & Learning Support

Student Job Description: Lead Mentor (FCS)

About Student Life & Learning Support

Our department consists of a wide range of support services which includes the Tri-Mentoring Program, International Student Support, Student Life & Campus Engagement, and Learning Support. We provide opportunities for students to take ownership of their Toronto Metropolitan University (TMU) experience so that they grow as socially, civically and academically engaged members of their communities.

We welcome students who are committed to the values of equity, diversity and inclusion as they relate to the range of student experiences at TMU, and provide excellent service to students and the wider community.

The Opportunity & Benefits

The Tri-Mentoring Program Faculty of Community Services (FCS) **Lead Mentor** is a student who is passionate about engaging others within TMU and whose goals align with making a significant impact on the campus communities. Faculty-Specific Lead Mentors work to provide support, resources and events for students in their own faculty. Lead Mentors monitor mentorship progress and provide assistance, support, and guidance to clusters of student mentoring pairs. Lead Mentors will work closely with the supervising Mentoring Facilitator and be responsible for planning and executing TMP Wide Events and building community among the Mentors and Mentees under their care in person and online through the TMP Community Portal.

Job Title	**Lead Mentor - FCS**
Job Tree	Peer Support
Unit of SLLS	Tri-Mentoring Program
Location	POD-54
Supervisor	Mentoring Facilitator
Hourly Rate of Pay	$16.55 per hour
Hours of Work	Fall 2024 & Winter 2025: 10 hours per week
Position Duration	Fall 2024 & Winter 2025: September 2024 - April 2025
Candidate Eligibility	Must be registered in an undergraduate full-time program with a **minimum CGPA of 2.0** in order to apply. Must obtain Career Boost approved for Fall 2024 & Winter 2025 academic year in order to be hired at the start of the work period.

Responsibilities & Duties

Support Mentees and Mentors in TMP

- Provide assistance, support, and guidance to clusters of student mentoring pairs. Provide leadership and mentoring to student mentors.
- Monitor student mentor progress and ensure they fulfill their responsibilities
- Keep supervisor apprised of concerns between mentors/mentees and address concerns with the guidance of supervisor/program staff
- Support program staff in matching mentors and mentees
- Maintain confidentiality of mentoring pairs under the guidance of program staff

Programming

- Assist with facilitation and planning of Tri-Mentoring Program activities, events, and training sessions
- Organize and schedule program events, including contacting participants, assisting with logistics support and registration, including Faculty-focused events in each semester
- Work in collaboration with the TMP Student Staff team and Professional Staff team on program wide events

Ambassador for TMP within the TMU community

- Represent the University at on campus recruitment programs such as Open Houses, Tours and orientation sessions as required
- Plan and implement outreach within their own faculty
- Liaise with student mentoring pairs, student life, international center and other department within Student Affairs to develop strong working relationships

Staff the TMP Office

- Welcome students, staff, faculty and visitors to the TMP office
- Staff the front desk and answer questions about TMP and TMU University, make appropriate referrals
- Assist with daily operations of the office during office hours including space upkeep and cleanliness, opening and closing the space
- Perform administrative tasks such as data entry, filing and answering phones.

Administrative tasks

- Maintain up to date records of current participants in the Tri-Mentoring Program by following-up weekly with student participants through telephone, in person, phone and/or online
- Request and monitor monthly progress reports summarizing activities of mentoring pairs, and post-event reports
- Submit reports as required such as post-event budget reports
- Complete special projects and other duties as assigned by Tri-Mentoring Program staff

Student Staff Training and Development

- Participate in all student staff training specific to the TMP and SLLS sessions (Dates/Times TBC)
- Participate in ongoing one on ones with their supervisor
- Attend all staff/team meetings (Dates/Times TBC)

Required Qualifications & Experience

- Must have a minimum of 1 year previous experience as a Mentor/peer supporter or other leadership experience either within a TMU context or through other experiences
- Experience with customer service;
- Culturally sensitive to the unique challenges of a diversity of students, including but not limited to: those who speak English as an additional language, first generation university students, Indigenous populations, individuals who identify as having a disability, 2SLGTBQIA+ and other populations that experience marginalization
- Excellent interpersonal, communication, and conflict resolution skills
- Demonstrated creativity and problem-solving skills in a fast-paced, multi-task environment;
- Experience with event planning
- Ability to work independently and in a team environment while setting clear priorities;
- Ability to be flexible in terms of hours of work (some evenings and the occasional weekend) will be required;
- Knowledge of the Tri-Mentoring Program (preferred), TMU University and Student Services
- Must obtain Career Boost approval before the start of the employment period – all hires are contingent upon receipt of approval

Learning Outcomes

During the term of employment, students will work on the following competencies:

- **Communication:** enhance effective communication skills verbally and non-verbally, both one on one and in groups settings by listening actively and responding appropriately
- **Equity, Diversity & Inclusion:** understands and applies EDI principles in the workplace by intentionally creating an open environment that embraces diversity, individual perspectives, histories and their narratives.Learn strategies for listening and responding effectively to student questions about course content
- **Innovation & Problem Solving:** Demonstrates creative thinking and resourcefulness in solving problems
- **Leadership:** act as an ambassador for the department and/or TMU
- **Personal Management and Responsibility:** Prioritizes and manages time effectively in completing tasks; demonstrates a willingness to continuously learn and grow.
- **Teamwork & Collaboration:** gain experience working as part of a team & develop intercultural fluency as a result of working with diverse groups.

Application Method & Process

Supervisors pre-screen candidates based on the application form. A number of candidates are then selected to move to group interviews, and top candidates are selected for a final one-on-one interview.

Student staff returning to work for any of the SLLS units will be pre-screened based on the application form, and a number of student staff will move directly to a one-on-one interview process.

For more information or if you have any questions, please fill out the SLLS Hiring Inquiry Form.