Job Posting for Temporary, Casual or Interim Position

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**Department, Unit or Project Description:**

Student Affairs aims to provide an intellectual and social student community conducive to the pursuit of academic study, personal development, and that meets the changing needs of a diverse student population.

Student Affairs engages students and alumni in diverse learning opportunities that support academic, personal and professional growth.

**McMaster Leadership Core Competencies**

- Investing in Relationships
- Driving Results
- Communication and Collaboration
- Taking a Strategic Approach
- Developing People
- Championing Change and Innovation

The Archway Mentor will be responsible for:

- Supporting students that are members of their virtual community and the University as a whole
- Report directly to the Archway Coach while also taking direction from other members of the Student Affairs Division.
- Uphold a community that promotes a safe space for all students’ well-being
- Deliver and support engaging experiences for students, at both the community and University wide level, based on the direction of Student Affairs and the needs of their students.

**Job Summary:**

As an ambassador of the Student Affairs Division, the Archway Mentor will support a community system in an assigned virtual community of first-year students that promotes personal dignity, mutual respect, and consideration for others. Archway Mentors will work to create an excitement about joining the McMaster community while helping students to feel like they belong.

**Accountabilities:**

- Deliver interactive activities to participants such as but not limited to, leading team building, group development activities, and interactive games.
- Provide support and guidance to first-year students, easing their transition to University.
- Ensure the physical, mental, and social safety of all participants. Report issues to Supervisor.
- Update and maintain a variety of correspondences, documents and related information.
- Liaise with a variety of internal stakeholders relating to student services.
- Attend and participate in meetings and training sessions
- Promote positive school spirit and a sense of community with first year students.
Seek out assistance and escalate issues when necessary based on established departmental guidelines

Assist students in dealing with transitional needs and with the social integration and belonging of students

Maintain a strong presence and a high level of visibility and accountability to students and staff within the assigned section.

Maintain a high level of confidentiality regarding work-related matters.

Manage conflict and resolve community issues by following training and department guidelines.

Promote student engagement by coordinating initiatives that establish positive community standards in their virtual community

Assist with Student Affairs initiatives and events

Qualifications:

Education:
- Full-time student status (full-time undergraduate student is defined as one who is taking courses equivalent to at least 18 units between September and April or is enrolled in a full-time Co-op/outgoing Exchange program) and a minimum sessional (September-December) GPA of 6.0 must be achieved.

Experience:
- Previous orientation experience at McMaster (or equivalent experience) considered an asset.
- Previous student leadership experience (minimum 4 months) is considered an asset

Assets:
- Excellent communication skills: listening, written, verbal, facilitation, negotiation, and presentation.
- Strong interpersonal skills to effectively support the students within the community
- Computer skills – proficiency with online conferencing tools (Zoom, Microsoft Teams, WebX, etc.).
- Demonstrated good judgment and problem solving skills.
- Ability to work independently as well as part of a larger team.
- Demonstrated leadership skills.
- Demonstrated management skills in the planning and implementation large-scale events.
- Working knowledge and/or experience building community within a diverse team of students.

Additional Information:
- The Archway Mentor position needs to come before any/all full-time student leadership roles (i.e. Community Advisor etc.).
- This role needs to be familiar with and adhere to University Protocols.
- The Archway Mentor position is a virtual role. This means all communication, student support and guidance, and activities will be conducted using a variety of online tools.