

Mentorship Program Assistant (PA) Position Description

Position Title:	Mentorship Program Assistant (PA)
Department:	International Student Services (ISS)
Term:	Spring 2021-Winter 2022
Hours:	10 hours per week (approximately, June-April)
Length of Position:	Early June 2021 – mid-April 2022 (some evenings, statutory holidays and weekend work may be required)
Compensation:	\$18/hour

International Student Services (ISS) provides support to international students at UCalgary, as well as engagement opportunities for non-international students. Services that we provide include immigration advising, transitional advising and support, trips and social events, and mentorship and language sharing programs. The Program Assistant (PA) team supports the day-to-day operations of ISS and assists with coordination of the programs that are critical to our support model. PAs have access to a shared workspace and must work collaboratively with other PAs and with ISS staff to create a positive experience for students who come in for help and advice.

This position will work approximately 10 hours per week. This position reports to the Advisor, International Student Transition Support.

Covid-19 Update: this position will provide remote, online programming for Fall 2021; however, due to the uncertain nature of Covid-19 impacts and policies, if ISS is able to return to in-person programming and supports, the successful candidate will be required to work in-person/on-campus relevant to the PA role. All PAs must be flexible and adaptable while navigating uncertainty for the upcoming 2021/2022 academic year.

SPECIFIC TASKS AND RESPONSIBILITIES

The **Mentorship Program Assistant** supports the GPS Mentorship program (formerly the International Student Mentorship Program) for new international students. Key tasks include:

- **Program Coordination:** assist with recruitment, matching, training, and recognition of mentors and mentees; use D2L, Zoom, BetterImpact/Volunteer Impact, and survey tools to assist in management of participants, events, and training
- **Program Communication:** monitor and update the Mentorship components on ISS D2L course; post updates coordinated with bi-monthly newsletter email; respond to mentorship email inquiries with support from supervisor
- **Participant & Event Support:** assist with scheduling, planning, and implementation of in-program events, including group social sessions for participants, discussion groups on particular transitional topics, and the Meet and Greet each term

- Feedback and Evaluation: summarize and report monthly results from mentor and mentee surveys; identify opportunities for change to program to improve participant experience and efficiency of coordination

Training: onboarding to take place in June with direct supervisor

Working with ISS Staff:

- Attend meetings every two weeks with supervisor
- Liaise with other ISS PAs to promote upcoming social events, volunteer opportunities, and relevant resources to share with student audiences
- Present to ISS staff on experience at end of position term

QUALIFICATIONS

- Completed at least one academic year at UCalgary and in good academic standing
- Able to work collaboratively with other Program Assistants and with ISS staff
- Demonstrated professionalism, attention to detail and good judgment
- Strong written and verbal communication skills
- Proficiency in Microsoft Office applications (Word, Excel and PowerPoint) and Zoom
- Demonstrated ability to balance academics with extracurricular commitments
- Knowledge of University of Calgary culture, policies, procedures, and operations and an understanding of the challenges and issues that new-to-Calgary students may encounter
- Knowledge of Calgary communities, transportation, amenities, and cultural centres is an asset
- In good standing with the Student Conduct Office

CONDUCT STATEMENT

This position requires students to be in good conduct standing for non-academic misconduct. Students who are not in good conduct standing have an active sanction of “*Probation for Non-Academic Misconduct*” that has been assigned through formal conduct proceedings per the Non-Academic Misconduct Policy. Students are informed in writing of the sanction by the Student Conduct Office. *Note:* Involvement in the Non-Academic Misconduct process does not automatically mean a student is not in good conduct standing; this applies only to those students who have been assigned the sanction of Probation for Non-Academic Misconduct. If you have been found responsible of a violation of the Non-Academic Misconduct Policy and you are unsure if you have received this sanction, please contact conduct@ucalgary.ca. Please note that in submitting your application, you are verifying that you are in good academic standing and consent to this being verified by the Student Conduct Office. Note that details of non-academic misconduct cases are not shared through this process.

APPLICATION PROCESS

Please complete applications online via CareerLink. Only candidates selected for an interview will be contacted. If you have any questions about this position, please email iss@ucalgary.ca

Deadline to Apply: Thursday, April 1, 2021