

# Position description

Greater together 

Position title:	Peer Learning Mentor
Institute/School/Centre/ Directorate/VCO:	Learning & Academic Study Support (LASS) / Retention, Innovation and Student Experience (RISE)
Campus:	Berwick; Camp St; Churchill; Mount Helen
Classification:	HEW Level 3.1
Time fraction:	Casual up to 8 hours per week
Employment mode:	Fixed-term employment
Further information from:	Claire Morrissey, LASS Program Coordinator Telephone: (03) 5122 6457 Email: lass@federation.edu.au
Recruitment number:	People and Culture to enter

## Position summary

Peer Learning Mentors provide a friendly, approachable and peer-based presence for student support. Peer Learning Mentors staff the Peer Support Desk and respond to student academic and general studies enquiries on campus and online.

Peer Learning Mentors have a strong academic record and demonstrated abilities in academic writing and study skills.

## Portfolio

Learning and Academic Skills Success (LASS) works within the Retention, Innovation and Student Experience (RISE) Directorate to strengthen all students' academic skillset. The LASS team improves student retention by promoting student academic engagement, and empowering students to successfully complete their studies. LASS' student-led programs, including PASS and Student Academic Leaders, play an essential role in fostering social connectedness, a sense of belonging, and academic preparedness at Federation University.

The LASS team supports the projects and priorities set by the broader RISE directorate. LASS and RISE core activities support students with programs and services which promote student retention and success.

RISE provides opportunities for students to develop social, leadership, and academic skills. RISE teams and staff work alongside Institutes and Professional teams to ensure students have access to the support they may need to succeed in their studies.

## Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our University and TAFE campuses in Ballarat, Berwick, Brisbane, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the University's ambition as expressed in the 2021–2025 University Strategic Plan and share the University's values of:

**INCLUSION**, we celebrate our diversity, particularly valuing Aboriginal and Torres Strait Islander cultural heritage, knowledge and perspectives.

**INNOVATION**, we are agile and responsive to emerging opportunities.

**EXCELLENCE**, we act with integrity and take responsibility for achieving high standards.

**EMPOWERMENT**, we create a supportive environment to take informed risks in pursuit of success.

**COLLABORATION**, we establish genuine partnerships built on shared goals.

## Key responsibilities

1. Provide information, advice and referrals regarding the broad support services available to Federation University Australia students, including (but not limited to) the Library, Student HQ, and the LASS programs.
2. Provide assistance and skill building in the fields of academic writing and study, and encourage the development of digital literacy and independent learning skills.
3. Attend and actively participate in all training sessions and meetings.
4. Assess and respond to student enquiries through the Peer Support Desk on campus and online on a shift basis from Orientation Week to SWOTVAC, and as otherwise requested.
5. Model professional and positive behaviour to students and staff, and handle issues such as student rights and responsibilities, and student complaints in an appropriate manner.
6. Assist with the LASS transition programs as required and welcome commencing students during FedReady and Orientation.
7. Contribute to other projects as requested by LASS staff.
8. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
9. Undertaking the responsibilities of the position adhering to:
  - the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;
  - Equal Opportunity and anti-discrimination legislation and requirements;
  - the requirements for the inclusion of people with disabilities in work and study;
  - Occupational Health and Safety (OH&S) legislation and requirements; and
  - Public Records Office of Victoria (PROV) legislation.

## Level of supervision and responsibility

Peer Learning Mentors deal directly with Federation University Australia students and will be expected to provide leadership with a friendly, approachable countenance, and high levels of customer service. Peer Learning Mentors also regularly contribute to other projects within LASS programs as requested by the Program Coordinator or other LASS staff.

## Position and organisational relationships

Peer Learning Mentors will work under the general supervision of the Peer Learning Mentor – Team Leader and the

LASS Program Coordinator. The LASS Program Coordinator works under the general supervision of the Manager, LASS, and the Director, Retention, Innovation and Student Experience (RISE).

### Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

### Training and qualifications

1. PLMs will be required to complete self-guided and staff-led training prior to staffing the Peer Support Desk, and to engage with ongoing professional development as necessary.
2. PLM duties typically require a skill level that assumes and requires knowledge, training or experience relevant to the duties to be performed. PLMs must:
  1. Have satisfactorily completed the first year of an undergraduate degree (or equivalent) at Federation University Australia at the time of employment commencing, and;
  2. Be enrolled in and undertaking a higher education course at Federation University Australia
  3. Have a GPA (grade point average) of 6.0 or above, and / or equivalent experience
  4. Hold a valid Employee Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).
  5. Demonstrate knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.
3. PLMs must have the right to work in Australia and be able to provide relevant proof and documentation upon request.

### Experience, knowledge and attributes

1. A demonstrated understanding of the academic skills and knowledge needed to be a successful university student.
2. Ability to solve problems directly relating to a university student's expectations.
3. Ability to assist other students with the academic expectations involved in studying at university.
4. Well-developed communication, interpersonal and negotiation skills.
5. A genuine interest in supporting students, including an understanding of and commitment to social and cultural diversity.
6. Proficiency in Information and Communication Technology tools including Microsoft TEAMS, Moodle, Adobe Connect and Outlook.
7. Demonstrated working knowledge and application of the Child Safety Standards.
8. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

***The University reserves the right to invite applications and to make no appointment.***

*It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.*