POSITION TITLE: English For Success Peer Leader
DEPARTMENT: English Language Institute
REPORTS TO: Manager, Student Experience
EFFECTIVE DATE: May 27 – August 31, 2019

GENERAL ACCOUNTABILITY

*English for Success (EFS)* is a short-term summer program for students wanting to improve their presentation and communication skills in an English immersion environment. The students are encouraged to practise their English outside of the classroom by living in residence and by taking part in programmed recreational activities on and away from campus.

The Renison English Language Institute is recruiting a team of three (3) upper-year students to serve as EFS Peer Leaders from June to August 2019. These student staff will work 20-25 hours per week in addition to all-day bus trips on weekends. Hours will vary depending on times when EFS students are not in class, including lunches, evenings, and weekends.

EFS Peer Leaders must exhibit strong mentorship skills, be outgoing, and facilitation experience. They must have a desire and passion for helping international students and English Language Learners, and must have working knowledge of the needs of these students. They must be positive role models both personally and academically, and exhibit awareness and knowledge of strategies for academic and personal success. They must be in good academic standing.

Preference will be given for students with international or cross-cultural experience, and/or additional language competencies. This position is ideal for students with a strong knowledge of campus services and resources, student leadership experience, and a good understanding of the international student experience.

This position receives operational direction from the Student Experience Manager and Student Experience Coordinator.

NATURE & SCOPE

The position of the EFS Peer Leader requires the ability to provide guidance and support to our students related to their academic, cultural, social, and interpersonal transition into the University of Waterloo.

- **Interpersonal Contacts:** this position requires the incumbent to work collaboratively with a team of two other EFS Peer Leaders and the Student Experience Manager and Student Experience Coordinator. The successful candidate must possess excellent interpersonal and mentorship skills in order to carefully understand, assess, and recommend supports and resources to support students in their personal and academic success.

- **Decision-Making Authority:** this position possesses decision-making authority based on established policy and procedure; complex and non-routine issues involve consultation with appropriate personnel. Required to investigate issues and provide explanation or suggestions as able.

- **Level of Responsibility:** this role has defined duties and responsibilities and receives direct supervision. The EFS Peer Leader will be responsible for coordinating social event programming with students in our language programs. Additionally, some guidance and support is provided to students regarding their academic, cultural,
social, and interpersonal transition during their time at Renison University College. There are no direct reports. Job challenges include a thorough understanding of cross-cultural awareness and an understanding of available resources in order to provide support to ensure student success.

- **Physical and Sensory Demands:** working in an office environment with the majority of time standing or sitting with some computer use. Some physical work as may be required when preparing for workshops or special events.

**KEY ACCOUNTABILITIES**

**Connect with Students**
- Serve as an accessible point of contact to support EFS students, to assist in meeting their social, cultural, and academic needs.
- Cultivate an inclusive and welcoming environment for students to approach with questions or concerns.
- Interact in person with students on a near-daily basis (including classroom visits, meals together, events, trips, etc.).
- Build prosocial relationships with students to identify issues/challenges they may be facing.

**Social/Cultural Student Development Programming**
- Support in the coordination and delivery of social programming to support students in their transition to Renison University College, and work with the Student Experience Manager and Student Experience Coordinator to determine appropriate social programming that match students’ needs and interests.
- Plan opportunities for students to engage socially with other English-speaking students.
- Attend bus trips and serve as a chaperone for off-campus social events (e.g. Uptown Waterloo, Canada's Wonderland, Niagara Falls, Toronto, Rafting, etc.).
- Promptly submit pre- and post-programming documentation, including attendance numbers, as directed by the Student Experience Manager and Student Experience Coordinator.
- Provide additional support in the coordination and leadership of a volunteer program, called International Social Volunteers, consisting of English speakers who join in the various planned events to help our EFS students practice English.

**Documentation and Administration**
- Work with the Student Experience Manager and Student Experience Coordinator to document relevant programming approaches, logistics, event/program attendance and outcomes.
- Where necessary, support pre-program logistics and preparations (gathering event materials, signage, etc.).

**Communications**
- Regular (weekly) formal and informal communication with EFS students (meetings, newsletters, email updates, social media, etc.).
- Provide photography support during events and provide videos/photos promptly following events to be shared on social media.
- Respond to any and all communications from students and your supervisor within one business day. Please note you may have to reply earlier for issues that need immediate attention.
- Seek out individuals who frequently miss planned events for whom there is a specific concern.
- Utilize social media platforms (e.g. Facebook, WeChat, LINE, etc.) to interact with students and promote EFS-specific events several times each week; interact regularly with EFS students via social media groups, including during unscheduled off-hours.
- Attend any events and team meetings scheduled by the Student Experience Manager and Student Experience Coordinator.

**QUALIFICATIONS**
• Registered UWWaterloo student in good academic standing with a minimum average (in both semester and cumulative) of 65%. All successful candidates must either be on a study break or registered part time.
• Experienced student leader with a strong knowledge of the University of Waterloo campus, Faculties, services, and resources.
• Cross-cultural experience participating in international or cross-cultural living and learning opportunities is considered an asset; ability to approach cross-cultural communication and inter-group dynamics with sensitivity and respect.
• Knowledgeable of the needs of international students and English Language Learners.
• Experienced in event management and execution.
• Strong organizational skills and capable of managing multiple demands simultaneously with accuracy and attention to detail.
• Excellent problem-solving skills and good judgment; ability to think on your feet and navigate difficult discussions or situations with diplomacy and tact.
• Creative and adaptable under pressure.
• Strong customer-service orientation.
• Experience using Microsoft Office Suite (specifically Microsoft Word, Excel and PowerPoint).
• Previous experience in a student coaching role considered an asset.

**BENEFITS**

In exchange for accepting the position, an EFS Peer Leader will be compensated $14.00 per hour, inclusive of vacation pay, by Renison University College, and will work approximately 20-25 hours per week. Extra-curricular excursion costs including transportation and entrance fees will be provided by Renison. For any trip or excursion that exceeds six hours in length, a flat rate of $100 will be paid to all student staff who participate in the trip. Regular meals, bus transportation, and ticket charges (ex. Canada's Wonderland ticket) will be paid by Renison.

**POLICIES OF RENISON UNIVERSITY COLLEGE**

The EFS Peer Leaders are to act as role models for all students at all times. Any violation of Renison University College rules, negligence in informing the Student Experience Manager and Student Experience Coordinator of violations of policy, negligence in abiding by the terms of this agreement, or conduct unbecoming of a Peer Leader, is considered dereliction of Peer Leader’s duties. Dereliction of duties may result in termination of the appointment and forfeit of income and allowances.

**WORKING CONDITIONS**

Travel: Minimal  
Working Hours: Inconsistent working hours; shifts may be scheduled for a minimum of 1 hour in between class schedule, to all-day events on weekends. A monthly schedule will be set in advance.  
Risks – physical and psychological:  
Psychological risks:  
• This role involves exposure to stress and interactions with students who are upset or unstable due to being under time and/or financial pressures, or who are dealing with culture shock, irregular and/or high volumes, multiple and/or tight deadlines beyond one’s control.

**REQUIRED DATES**

Required dates include:  
• EFS Peer Leader Training: Week of May 27, 2019 (3 hours each day for 3 days during the week)  
• Regular work schedule will begin as of June 1, 2019  
• Last day of employment: August 31, 2019
APPLICATION PROCESS

Applications for the EFS Peer Leaders will be open until 11:55pm on Wednesday, March 6, 2019. To apply, please complete the application form on LEADS and be sure to submit your resume and cover letter.

Interested applicants can contact Ryan Connell (ryan.connell@uwaterloo.ca) for more information and/or questions. Please note only successful applicants will be contacted for an interview.