

POSITION TITLE:	ELI Peer Leader
DEPARTMENT:	English Language Institute
REPORTS TO:	Manager, Student Experience
EFFECTIVE DATE:	August 20, 2018 – December 21, 2018

GENERAL ACCOUNTABILITY

Over the course of the Fall term, the English Language Institute runs two major programs; [English for Academic Success \(EFAS\)](#) which is an intensive 14-week English language program and [General English at Renison \(GEAR\)](#) which is a 4-week English language program designed to sharpen your English skills. Throughout both programs, students are encouraged to practise their English outside of the classroom by taking part in programmed recreational activities on and off campus.

The Renison English Language Institute is recruiting three (3) upper-year students to serve as ELI Peer Leaders from September to December 2018. These student staff will work 6-8 hours per week. Hours will vary depending on times when ELI students are not in class, including lunches, evenings, and weekends.

ELI Peer Leaders must exhibit strong mentorship skills 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 to 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 is accountable to the Manager, Student Experience but works alongside a Student Advisor as well.

NATURE & SCOPE

The position of ELI 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 ELI Peer Leaders, a Student Advisor, and the Manager, Student Experience. 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 ELI Peer Leader will be responsible for coordinating social and educational event programming with students in our language programs, and conducting regular one-on-one success coaching meetings with our students.

Additionally, some guidance and support is provided to students regarding their academic, cultural, social, and interpersonal transition into the University of Waterloo. 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 EFAS and GEAR students, to assist in meeting their social, academic and professional needs, and provide appropriate campus referrals when needed.
- Cultivate an inclusive and welcoming environment for students to approach with questions or concerns.
- Interact in person with students on a weekly basis (including success coaching, classroom visits, meals together, events, 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 UWaterloo, and work with Manager, Student Experience to determine appropriate social programming that match students' needs and interests.
- Research events and student development opportunities hosted by other campus services that may be suitable for EFAS or GEAR students to attend, and assist in encouraging EFAS or GEAR students' attendance at these initiatives.
- Plan opportunities for students to engage socially with other students in their respective faculty.
- Attend bus trips and serve as a chaperone for off-campus social events (e.g. Uptown Waterloo, Canada's Wonderland, Niagara Falls, etc.).
- Promptly submit pre- and post-programming documentation, including attendance numbers, as directed by the Manager.
- Provide additional support in the coordination of volunteer programs, called EFAS Student Council, who meet weekly to develop their communication, leadership, and interpersonal skills by working to organize an on-campus event for the UWaterloo community.

Success Coaching Support

- Meet one-on-one with EFAS students as needed to assist in the development of personal and academic skills, including budgeting, social integration, note taking, textbook reading, problem solving, academic integrity, and procrastination.
- Offer solutions during one-on-one sessions with students to best meet their unique needs.
- Make referrals to the Student Experience Manager, Student Advisor, or other campus services as needed for complex student issues.
- Facilitate programming to support students in their academic success while studying in the EFAS program.
- Gather existing academic skills content, including handouts and PowerPoint presentations, to assist in providing academic skills resources for programs.
- Actively recruit students for success coaching meetings.

Documentation and Administration

- Work with the Student Experience Manager to document relevant programming approaches, logistics, event/program attendance, outcomes, and record case notes following student appointments.

- Where necessary, support pre-program logistics and preparations (gathering event materials, room bookings, signage, etc.).

Communications

- Utilize social media platforms (e.g. Facebook, WeChat) almost daily to interact with students and promote EFAS or GEAR-specific events several times each week; interact regularly with EFAS or GEAR students via Facebook and WeChat group, including during unscheduled off-hours.
- Provide photography support during events and provide videos/photos promptly following events to be shared on social media.
- Regular (weekly) formal and informal communication with students (meetings, newsletters, email updates, blog, room and lounge visits, drop-in hours, etc.).
- 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 have missed information meetings or for whom there is a specific concern.
- Attend any events and team meetings scheduled by the Student Experience Manager.

QUALIFICATIONS

- Registered UWaterloo student in good academic standing with a minimum average (in both semester and cumulative) of 65% (preference will be given to students in their 2A term or higher).
- Experienced student leader with a strong knowledge of the University of Waterloo campus, Faculties, services, and resources.
- Knowledgeable about the first-year international student experience; awareness of the needs of first-year international students and English Language Learners.
- Awareness and knowledge of strategies that encourage personal and academic success.
- Experienced in coaching or supervising others; group facilitation experience or training preferred.
- 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.
- Experience participating in international or cross-cultural living and learning opportunities; ability to approach cross-cultural communication and inter-group dynamics with sensitivity and respect.
- 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 ELI Peer Leader will be compensated \$14.50 per hour, in addition to vacation pay, by Renison University College, and will work approximately 6-8 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 ELI 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 Housing and Activities Specialist of violations of policy, negligence in abiding by the terms of this agreement, or conduct unbecoming of a Peer Leader, is considered dereliction of a 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:

- ELI Peer Leader Training: Week of August 20, 2018 (3 hours per day for 3 days)
- Regular work schedule will begin as of August 27
- Last day of employment: December 21, 2018

APPLICATION PROCESS

Applications for the ELI Peer Leaders will be open until 11:55pm on Sunday, March 11, 2018. 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.

Application Form Information:

First Name*

Last Name*

Preferred Name

UW Student ID Number*

UW User ID (Quest ID)*

Program

Faculty*

Year/Term (eg. 2B)

Will you be a registered UWaterloo student on a school term in Fall 2018?*

- Yes
- No

Student Status*

Contact Information

E-mail Address*

Current Phone Number (including Area Code)*

Application

In 250 words or less, tell us about your experiences participating in international or cross-cultural living and learning opportunities.*

In 250 words or less, please describe how your experiences at the University of Waterloo, and any other experiences you have, make you the ideal candidate for this particular position.*

In 250 words or less, please describe any student leadership roles you've held, and/or your experience mentoring or managing others.*

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In 250 words or less, why are you interested in the role of ELI Peer Leader?*

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Please upload your cover letter and resume in one document (PDF or Word).*