

THE POST

College/Service:	Wellbeing Services, Residence Life Team
Post:	Residence Life Mentor
Grade:	n/a – Voluntary Worker. £45 per week rent discount provided (32 wks)
Reporting To:	Residence Life Team Leaders

The above part-time, residential voluntary role is available to full-time students of the University of Exeter for the 2019/20 Academic Year.

Role Description

Main Purpose of the role

Working within one of two teams in the Residence Life Team to provide a friendly and professional peer-to-peer welfare support service to students living in University accommodation in order to help them settle in to life in Exeter, and on an ongoing basis throughout their stay.

Main duties and accountabilities

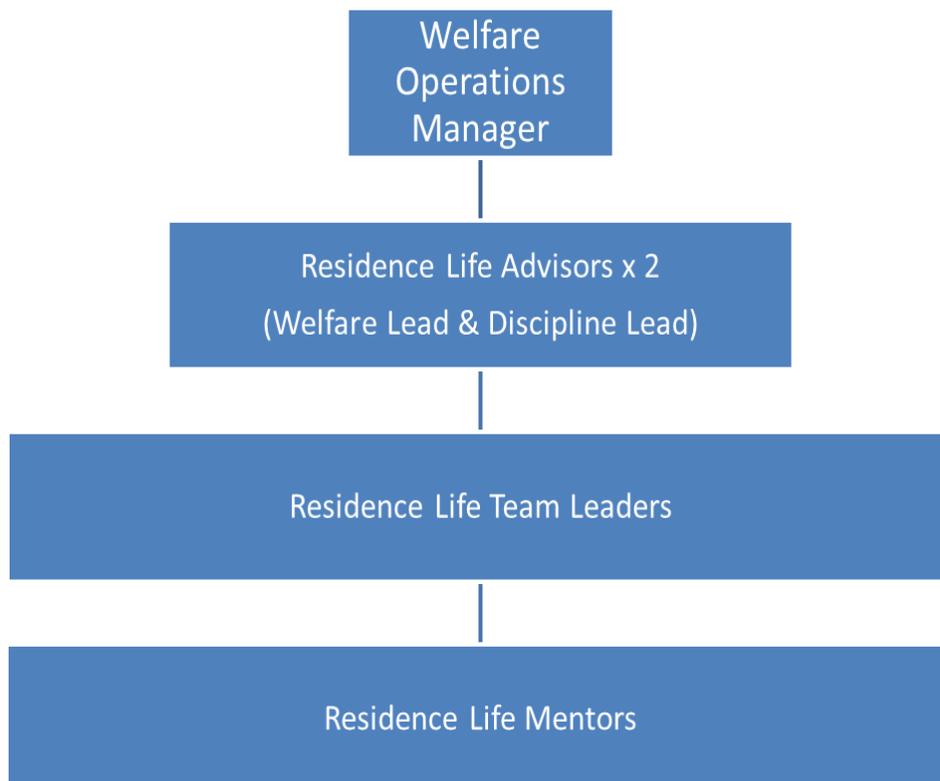
1. To proactively visit and build supportive relationships with a group of allocated residents (mentees) on a weekly basis (usually from 6pm – 10pm one evening per week), completing records promptly after each shift.
2. To conduct flat meetings with groups of mentees during Freshers' Week and as necessary thereafter, discussing matters relevant to residence life (e.g. communal living).
3. To support and empower mentees to find solutions to problems, signposting to other services as appropriate and escalating serious issues promptly.
4. To attend and participate in initial and follow-up training, weekly team meetings, progress meetings and other meetings relevant to the post.
5. To assist in organising and implementing the delivery of information on events and issues relevant to resident students; including working as part of a team to plan and organise information campaigns on various aspects of student life and wellbeing.
6. Under the guidance of Team Leaders, to assist in the organisation and running of social events within the residences.
7. To act as a Student Switch Off Ambassador, attending relevant training and activities.
8. To recognise your own boundaries and work within them, seeking further advice and guidance as necessary.
9. If requested, to make your room available for showing to prospective students and other visitors.
10. To ensure you observe University and departmental Policies and Procedures as communicated to you, including Health and Safety and Data Protection Policies.

This role description summarises the main duties and accountabilities of the post and is not comprehensive: the post holder may be required to undertake other duties of similar level and responsibility.

Person specification

Competency	Essential	Desirable
Skills, Knowledge and Aptitudes	Strong verbal and written communication skills, able to communicate effectively with a wide range of people. Listening skills. Able to maintain appropriate boundaries.	Awareness of issues affecting students living in residence.
Experience	Experience of living in student accommodation.	Experience of working with students/young people. Experience of working as part of a team. Experience of helping others.
Qualifications, Education and Training	Full-time student of the University of Exeter for the 2019-20 Academic Year.	
Personal Characteristics	Approachable. Non-judgemental. Proactive. Supportive of others. Committed to maintaining client confidentiality. Tactful and diplomatic.	

Further Particulars



Hours of work

The post holder will be required to be available to attend training during the week 9th – 13th September 2019.

The post holder will be expected to carry out one proactive shift per week, visiting mentees and completing a log of their shift (usually 6-10pm, days by arrangement with Team Leaders). There is also a requirement to attend a weekly team meeting (1 hour, one evening per week – we anticipate that these meetings will take place on a Thursday). (Please note that your proactive shift and your team's meeting may take place on different evenings, and that attendance at the team meeting is compulsory.)

The post holder will also be expected to be on hand to greet their mentees over Arrivals Weekend (13th to 15th September 2019), to attend Welcome events, and to conduct introductory flat meetings/visits for all their mentees during Freshers' Week (16th – 22nd September 2019).

The post holder will be expected to attend events at other times (for example, student events which the Residence Life Team is involved in planning); to assist with occasional residential matters (e.g. fire drills); and to assist in responding to emergency situations at short notice (for example, helping to advise resident students of a disruption to services such as a power cut).

Accommodation

The Residence Life Mentor role is residential, and the post holder will therefore be allocated a room in accommodation owned, managed or approved by the University. The post holder will be responsible for the accommodation charge and any additional charges relating to their accommodation, but will receive an accommodation charge discount of £45 per week for 32 weeks (term time and Freshers' Week), subject to satisfactory performance in the role. Only students who are eligible to live in residence may be appointed to Mentor roles.

Where possible, accommodation allocated to Residence Life Mentors will be in or near the residence(s) in which their mentees reside. Applicants may express a preference for a particular type of accommodation, but we cannot guarantee to be able to place Mentors in a specific location or type of room.

Mentor accommodation is allocated in the following residence types:

- **Catered accommodation**
- Rooms in catered accommodation are offered on a 32 week contract (Freshers' Week + the 3 University terms).
- Rooms in catered residences may be en-suite or share bathrooms, depending on the residence allocated.
- Please note that residents of catered accommodation are not able to stay in their rooms during University vacations, and may need to remove their belongings during the vacations.
- **Self-catered accommodation**
- Rooms in self-catered accommodation are offered on a 40, 42, 44 or 51 week contract depending on the residence allocated.
- Rooms in self-catering residences may be en-suite or share bathrooms, depending on the residence allocated.
- **Studio accommodation**
- Studio accommodation consists of a study bedroom with kitchenette area and en-suite shower room.

- Studios are offered on a 40, 42 or 51 week contract depending on the residence allocated.

For detailed information on University accommodation, please see:

<http://www.exeter.ac.uk/accommodation/residences/>

Training

The post holder will be required to attend training which will take place during the week 9th – 13th September 2019 (exact timetable to be confirmed). **Attendance at Training Week is mandatory, and you should ensure you will be able to attend before applying for a role on the team.** (Self-catering accommodation will be provided free of charge from 7th – 13th September 2019 although this may not be in the post holder's term-time residence).

Prior to Training Week, the post holder will be required to complete online pre-reading/preparatory work.

In addition, team members may be required to attend occasional additional training sessions throughout the year.

Uniform

The post holder will be expected to wear uniform (polo shirt and ID card) whilst on duty.

References

All appointments are subject to satisfactory references. Applicants should note that the University normally contacts referees for short-listed applicants without further advice to applicants. When advising of referees, if they are resident overseas, please ensure you supply email addresses enabling us to contact them (if necessary) without delay.

Time off

Residence Life Mentors are expected to perform their duties throughout all 3 academic terms plus Freshers' Week (32 weeks) but will not be expected to perform their duties during University vacations. (In exceptional circumstances, consideration will be given for academic-related matters.)

Additional details

Residence Life Mentors are expected to abide by the team's Code of Conduct - further information will be provided during training. In addition, team members are expected to undergo any further checks relating to their role which may be required in line with University procedures.

Before commencing the role, all team members will be required to provide evidence of their right to work in the UK. Further information is available at <http://www.exeter.ac.uk/staff/employment/righttowork/proof/students/>. Students who are Tier 4 visa holders should be aware that time spent performing the Mentor role counts towards their maximum working hours.