

<b>ROLE</b>	UniGuide Volunteer
<b>DEPARTMENT</b>	Campus Life
<b>REPORTS TO</b>	First Year Transition Administrator
<b>FUNCTIONAL RELATIONSHIPS</b>	<i>Internal to University of Auckland:</i> <ul style="list-style-type: none"> <li>• New student participants</li> <li>• UniGuide team members</li> <li>• UniGuide Leaders</li> <li>• First Year Transition Coordinator</li> </ul>

## ABOUT THE UNIGUIDE PROGRAMME

The UniGuide programme is a university-wide opportunity, in which all new undergraduate students may participate. All participants are given a student mentor who volunteers their time to help create a positive academic and social transition to university life.

## MAIN PURPOSE OF ROLE

To provide guidance and support to new students at The University of Auckland in the first few weeks of the semester. In order to help create a positive social and academic transition, UniGuides provide live online chat support leading up to Orientation, welcome new students during Orientation and, introduce participants to various support services on campus. With a goal of fostering meaningful relationships and providing support mechanisms, UniGuides facilitate weekly group hangouts, consistently follow up with individual students, and serve as a mentor in the early part of a student's transition to the University.

KEY ACCOUNTABILITIES	RESULTS/STANDARDS EXPECTED
<b>COACHING &amp; DEVELOPING OTHERS</b>	<ul style="list-style-type: none"> <li>• Proactively engage with participants to develop and maintain a supportive, caring environment.</li> <li>• Exhibit knowledge of campus services and ability to make appropriate referrals.</li> <li>• Establish and maintain an environment that is supportive of successful academic achievement</li> <li>• Exhibit successful academic role modelling behaviour.</li> <li>• Participate fully in Faculty Orientation</li> </ul>
<b>COMMUNITY DEVELOPMENT</b>	<ul style="list-style-type: none"> <li>• Encourage the development of an environment that is inclusive of participants' diverse backgrounds and experiences.</li> <li>• Maintain a high profile through regular conversations with participants individually and as a group; be approachable and receptive.</li> <li>• Actively involve all group members in activities and meetings.</li> </ul>
<b>COMMUNICATION</b>	<ul style="list-style-type: none"> <li>• Engage with mentees weekly through a variety of channels (meetings, emails, social media, etc.)</li> <li>• Communicate with clarity, using constructive interpersonal behaviours and interactions to influence others and inspire cooperation and achievement</li> </ul>

	<ul style="list-style-type: none"> <li>Proactively &amp; promptly communicate with Leaders and FYT Administrator over any issues or concerns.</li> </ul>
<b>ADMINISTRATIVE DUTIES</b>	<ul style="list-style-type: none"> <li>Complete weekly reports and other administrative duties as required by the FYT Administrator in a thorough and timely manner.</li> <li>Send weekly transition newsletters to all participants.</li> <li>Participate in evaluation processes.</li> <li>Attend all required training and development sessions.</li> </ul>

## KNOWLEDGE, SKILLS, AND PERSONAL QUALITIES

<b>EDUCATION/QUALIFICATIONS</b>	<b>Essential:</b> <ul style="list-style-type: none"> <li>Currently enrolled at the University of Auckland.</li> <li>An academic role model – with a GPA of at least 3.0</li> </ul>
<b>EXPERIENCE</b>	<b>Preferred:</b> <ul style="list-style-type: none"> <li>Experience working or volunteering in a mentoring or leadership role.</li> </ul>
<b>ATTRIBUTES AND SKILLS</b>	<b>Essential:</b> <ul style="list-style-type: none"> <li>Ability to work collaboratively and operate effectively within a team context.</li> <li>Strong written and verbal communication skills.</li> <li>Demonstrated commitment to Equal Employment Opportunities and the Treaty of Waitangi.</li> <li>Ability to model appropriate behaviour for participants.</li> <li>Strong organisation and self-management skills.</li> <li>Mature, confident, approachable and outgoing.</li> </ul>
<b>LEADERSHIP CAPABILITIES</b>	<ul style="list-style-type: none"> <li>Displays integrity, professionalism, adaptability and courage, accurately perceiving and interpreting own and others' emotions and behaviours in the context of the situation to effectively manage own responses, reactions and relationships.</li> <li>Highly developed interpersonal skills with a demonstrated ability to relate to students with diverse backgrounds.</li> <li>Ability to demonstrate adaptability, enthusiasm, flexibility, and creativity</li> </ul>

## HEALTH AND SAFETY

### **Volunteers must have a personal commitment to safe work practices and beliefs:**

- Shares the responsibility to maintain a safe and healthy workplace in order to prevent harm to themselves and to others.
- Complies and carries out work-related activities in accordance with health and safety procedures and guidelines.
- Wears appropriate protective clothing and equipment as required for activities.
- Immediately reports all hazards, accidents and incidents to supervisor / line manager and via the University reporting system.
- Familiarises themselves and follows emergency procedures and provides appropriate assistance to others.
- Raises awareness of health and safety issues among staff members.

## **FINANCIAL RESPONSIBILITY**

### **Budget Expenditure**

- No authority to commit to expenditure.

### **Correspondence**

- No authority to sign external correspondence