

UCAE SOS Peer Mentor / Success Guide Job Descriptions

Overall Objectives:

49er Rebound SOS Peer Mentors and 49er Connect Success Guides are academic leaders on campus who are expected to support the objectives of the UCAE, which are to:

- Provide undergraduate students at Charlotte access to free, high-quality, peer-to-peer mentor support.
- Foster an inclusive environment for students to learn by providing strength-focused services.
- Promote a collaborative relationship among UCAE leaders and students that encourages a challenging, yet supportive learning environment, leading to greater educational equity on campus.

Program Purpose	
SOS Peer Mentors	Success Guides
<p>49er Rebound Students Obtaining Success (SOS) is a peer-based mentoring program for undergraduate students experiencing academic difficulties or on academic probation. SOS is a semester-long program and is individually tailored to help students identify their unique challenges, improve academic performance, and return to good academic standing. SOS empowers students to identify strengths and challenges, develop academic and personal success strategies, and connect with appropriate campus resources. Students are required to meet with their SOS Peer Mentor weekly throughout the semester.</p>	<p>49er Connect Success Guides are peer coaches who support other undergraduate students throughout the semester through one-on-one meetings, resource referrals, and campus events. Students can meet with their Success Guides as frequently or infrequently as they want to. Success Guides work with students to create individual plans for achieving their academic and social goals throughout the semester. Success Guides also send students regular emails to share information about campus events, academic calendar reminders, and helpful tips.</p>
Job Expectations	
SOS Peer Mentors	Success Guides
<ul style="list-style-type: none"> ● Provide a minimum of 12 hours of appointment availability each week on Connect. ● SOS Peer Mentors should expect to support up to 5 mentees each semester. ● SOS Peer Mentor meetings should meet in-person unless the mentee requires virtual meeting due to location, job limitations. ● Peer Mentors are required to attend weekly staff meetings / trainings on one (1) of the following days / times each week throughout the semester: <ul style="list-style-type: none"> ○ Tuesdays, 8:30 AM - 9:30 AM ○ Wednesdays, 12:15 PM- 1:15 PM ● In-person SOS Peer Mentor meetings must take place in a UCAE-approved location (UCAE or library). ● Attend mandatory trainings and check-ins throughout the semester. 	<ul style="list-style-type: none"> ● Success Guides are required to attend staff meetings every other week throughout the semester (Wednesdays 9-10 AM). ● On weeks staff meetings are not held, Guides will attend one-on-one or small group meetings with their Graduate Assistant. ● Guides will manage caseloads of 15-30 undergraduate students through individual meetings, email communications, messaging, and phone calls. ● Guides will conduct individual academic skill consultations with students, working to help them identify and overcome areas of concern with strategies and follow-ups. ● Guides will provide accurate, organized, and confidential records of every student interaction including in-person visits and phone or virtual support.

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Shared Expectations

Keep accurate records as required, including:

- Submitting appointment summaries after each appointment.
- Tracking all appointments and student visits through Connect.
- Tracking student attendance at each meeting.
- Completing all paperwork in a timely manner.
- Submitting timesheets through Web Time Entry by the specified deadline.

Training Expectations

This job provides opportunities for leadership on this campus and is committed to the personal and professional development of its student leaders. As such, all SOS Peer Mentors and Success Guides must participate in the following training opportunities:

- Orientation to become familiar with policies and practices relevant to their role as a peer leader on campus.
 - Orientation must be completed each semester before SOS Peer Mentors and Success Guides may begin working with other students.
- UCAE-wide training on Transferable Skills
- Any other mandatory training as assigned by Human Resources
- *Optional:* Levels 2-3 of Peer Educator Training through the College Reading & Learning Association (CRLA) certified training program.

Qualifications

- Must be an undergraduate student who has been at UNC Charlotte for at least one semester (having earned at least 12 hours at UNC Charlotte).
- Maintain a minimum cumulative GPA of 3.0.
- Have 24+ earned credit hours.
- Will be enrolled in 6+ credit hours in the semester of employment.
- Must be positive, sensitive, trustworthy, non-judgmental, tactful, and supportive of students.
- Able to work *collaboratively* and *independently* as a member of the UCAE staff.
- Students should feel comfortable guiding peers through organizational strategies and technologies.
- Must possess strong organization and time management skills.
- Enthusiasm to work with UNC Charlotte students and a strong desire to help them succeed.
- Ability to create and foster interpersonal relationships with students and UCAE staff.
- Have effective oral and written communication skills.
- Technologies to be proficient in: G-Suite (Gmail, Google Meet, YAMM, Google Sheets) and Zoom.