International Student Services Office
Global Peer Advisor
June 2022 – April 2023
Commitment: 4-5 hours per week
Salary: $15.00/hr

Thank you for your interest in the ISSO’s Global Peer Advisor role.
Please review the core responsibilities and apply [here](link opens in new tab) by Friday, March 25th at 4:00 pm EST.

If you have questions about this position or the process, please email Niamh O’Shea at isso@carleton.ca.

The International Student Services Office (ISSO) is hiring two (2) graduate and two (2) undergraduate students for the Global Peer Advisors positions. Global Peer Advisors are peer mentors who provide guidance, advice and support to undergraduate and graduate international students through the Global PALS program.

Global Peer Advisors’ primary responsibility is to support international students as they navigate the Carleton community and build connections. They support students’ social and cultural transition by leading one-on-one peer support meetings and facilitating transition events and group discussions. Individual and group meetings may take place through online platforms (including email and video chat) or in person. Additionally, Global PALS promote campus resources and provide their own tips on student success at events and through the ISSO’s social media accounts ([Instagram](https://www.instagram.com), [Facebook](https://www.facebook.com) and [Twitter](https://twitter.com)).

<table>
<thead>
<tr>
<th>Global Peer Advisors (Undergrad)</th>
<th>Global Peer Advisors (Grad)</th>
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<tbody>
<tr>
<td>● Meet one-on-one with students, one time or on an on-going basis.</td>
<td>● Meet one-on-one with students, one time or on an on-going basis.</td>
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<td>● Help to lead and facilitate 2-3 transition events each term (ex. I-Start synchronous sessions, International Welcome Week events and workshops).</td>
<td>● Help to lead and facilitate a weekly international graduate peer support group.</td>
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<td>● Provide tips on student success via social media.</td>
<td>● Participate in 2-3 transition events each year.</td>
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<td>● Provide tips on student success via social media.</td>
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Global Peer Advisors report to the International Student Support Coordinator at the ISSO. They will work four to five hours per week (Monday to Friday). Hours will be flexible based on class schedules.

Global Peer Advisors are self-motivated individuals willing to share their experiences and time with international students. Global Peer Advisors maintain strict confidentiality, are responsive to the diverse social and cultural needs of the international student population, and are informed about the services and opportunities available to international and exchange students at Carleton University.

All Global Peer Advisors must have completed at least one full year of studies at Carleton University, be in good academic standing, and be sensitive to the international student experience. They must be eligible to work in Canada as of the date of their application.

In support of the Global Peer Advisors, the ISSO provides a comprehensive training and professional development experience in partnership with the Mentorship Network and FUSION Skill Development Network. Global Peer Advisors attend team meetings throughout the year to continue developing peer supporter, leadership, and problem-solving skills.

This position is intended to be a hybrid position, where some tasks are completed on campus and others from home, however, Carleton University will continue to follow public health guidelines. The Global Peer Advisors are required to be in Ottawa from August until April to fulfill the responsibilities of this role.
CORE RESPONSIBILITIES

- Serve as a resource for international and exchange students including: students preparing for their first semester, and new and returning Carleton students
- Use peer supporter skills to determine the social and cultural transition needs of individual students
- Use facilitation skills at transition events and in group peer support settings
- Respond to questions from students and members of the University via email
- Track interactions with students through completion of forms and submission of meeting notes
- Provide tips and promote resources via social media (ex. Global PALS tips on Instagram)
- Assist with Global PALS marketing and event planning

REQUIREMENTS

- Enrolled as a full-time undergraduate or graduate student at Carleton University for the upcoming 2022/2023 academic year
- In good academic standing (as defined in the Carleton University Undergraduate Calendar)
- Eligible to work in Canada
- Have background in leadership, volunteerism, or campus involvement
- Must have comfort and ability to participate in video and voice recording content
- Available to participate in 4-5 hours of work each week from June 2022 until April 2023
  - Schedule is flexible, however, up to 2 hours of mandatory team training will be held live each week throughout June and July. Summer training times will be dependent on successful candidates’ schedules.
  - Peer Advisors may be offered additional (optional) work hours in late summer/early Fall
- All Global Peer Advisors will be required to submit a vulnerable sector Police Record Check once selected for the position. Additional instructions will be provided to successful candidates

Required Skills For the Position

- Be welcoming and open-minded
- Dependable, punctual, and reliable
- Maintain confidentiality at all times
- Have the ability to effectively work under pressure on competing priorities, in independent and team environments
- Experience working and communicating across cultures
- High level of detail essential
- Strong organizational and time management skills
- Strong oral and written communication skills
- Ability to balance academic and role demands
- Ability to use social media platforms, including Instagram
  - Please note: PALS will only have to use Carleton University accounts and platforms, not their own
- Sensitivity to the needs (academic, social and emotional) of new international and exchange students

Additional Assets

- Personal experience with intercultural transition (being an international student, living or studying abroad, etc.) an asset
- Knowledge of international student services and processes (ex. accessing UHIP) an asset
- Previous peer support experience and training is an asset
- Previous experience participating in, or facilitating, equity and inclusivity focused programming an asset
- Experience in leading or facilitating group discussion

APPLICATION INSTRUCTIONS

- Applications for this position can be submitted online here (link opens in new tab).
- Your application must include a copy of your resume, one short written response, and a short video/audio clip.
- Students are strongly encouraged to review Career Services’ resume and cover letter resources to familiarize themselves with best practices including submitting a tailored application
- The deadline to apply is Friday, March 25, 2022 at 4:00 pm EST
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<tr>
<th>Months</th>
<th>Activities</th>
<th>Expected Hours</th>
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<td>June &amp; Early July</td>
<td>● Weekly virtual training: up to two (2) synchronous hours of team training per week</td>
<td>4 hours per week</td>
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<td>● Corresponding one-on-one with incoming Carleton students via email and video meetings</td>
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<td>● Preparing communication materials (video content, social media posts, etc.) for the upcoming year</td>
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<td>● Supporting orientation initiatives (including I-Start and International Welcome Week)</td>
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| Fall 2022 & Winter 2023 | ● Supporting students through one-on-one correspondence and meetings  
● Facilitating student connection and discussion at group meetings and events  
● Completing tracking documentation from meetings and correspondence  
● Participating in 2-3 live events per term (undergraduates)/ year (graduates)  
● Contributing social media tips and content to the @SL_Ravens Instagram 1-2 times each term  
● Attending bi-weekly staff meetings and one-on-one supervision meetings as required | 4 hours per week |