



## Volunteering as a Buddy Mentor in 2018-19

The Buddy Scheme is run by the Students' Union and helps new students (mentees) settle into life at Queen Mary by putting them in contact with current students (mentors) who provide informal support by sharing their experience and tips. QMSU believes that a sense of community should be at the heart of any university experience and the Buddy Scheme is at the centre of this from the beginning of your student journey.

Should you have any questions about volunteering to be a Buddy Mentor do not hesitate to get in touch with a member of staff at [su-buddyscheme@qmul.ac.uk](mailto:su-buddyscheme@qmul.ac.uk).

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### Rights, responsibilities and time commitments

#### Rights

As a Buddy Mentor you will be supported by the Students' Union. You can expect to:

- Receive training delivered through the Student's Union
- Be enrolled on the Buddy Scheme QMPlus module where you will have access to mentoring resources throughout the year
- Have access to a member of staff within the Students' Union if you have any problems or concerns whilst in your Peer Mentor role

#### Main tasks and responsibilities

As a Peer Mentor you have a responsibility to:

- Make regular contact with your mentees prior to Welcome Week and to be available for them during the first half of the Autumn Term (until Reading Week).
- Signpost to any services they may require such as relevant student support services, social activities and local services.
- Offer friendly support and share personal experiences and tips about Queen Mary and London to help the new student settle in and make the most of their time at QMUL.
- Help mentees find activities they may be interested in, such as Union societies and sports clubs.
- To organise events for their mentees to help them integrate into the Queen Mary community and interact with the rest of their group.
- Respect confidentiality, unless you feel that your mentee is at risk to themselves or others.
- Provide honest feedback at the end of your role.

#### Time commitments

Contact between mentors and mentees will vary based on how much students are willing to engage with the scheme. We would expect this to take a maximum of 2h per fortnight. This role is highly flexible and you can schedule your meetings whenever it suits you and your group of mentees.

Email communication will be encouraged as soon as the matching has been done and mentors will be notified when they should think about getting in contact.

## Buddy Mentor Role Description

**Role:** Buddy Mentor

**Opportunity:**

To help new students adjust to university life by acting as a point of contact and making referrals to various support services that they can access.

**Commitments:**

- Attend a 2h training session (video training available for Study Abroad/International Exchange/Erasmus).
- Contact your mentees as soon as you have been assigned, even if this is before Fresher Week.
- Set aside an hour a week to communicate with your mentees during the first half of the Autumn Term (until Reading Week).
- Log your hours in order to be eligible for a Volunteering Award.
- Follow confidentiality policy.
- Let your supervisor know if you or your mentees are having any problems, such as not being able to contact each other or experiencing language barrier problems.

**Person Specification:**

Buddy Mentors must be at least in their second year of studies (or above at the University).

There are no other formal requirements to become a Buddy Mentor, although enthusiasm and commitment to taking part in the scheme are essential.

**Time Commitment:**

From when the matching is done until Reading Week (7-8 weeks). Contact with mentees will be variable throughout this period, as and when required.

**Responsible to and supported by:**

The Buddy Scheme Team (Students' Union)

**Benefits:**

- Social events e.g. Christmas Party.
- Extra skills training to help with your personal development e.g. Career Skills training.
- The opportunity to log your hours and receive a Volunteering Award.
- The opportunity to take part in QMSU Skills Award.
- Certificates of Achievement.
- References for other volunteer or employment roles.
- Celebrating mentor achievements through the Union newsletter and Social Media.

**Training and support:**

Buddy Mentors are required to attend a 2 hour face to face training session (exception for Study Abroad).

Buddy Mentors will be enrolled on to a QMPlus module where they can access further training and useful resources.

**Skills Gained:** Participating in this opportunity will enable you to develop and practice the following skills:

Written communication	Time management	Taking initiative
Verbal communication	Organisation/Planning	Leadership
Empathy	Cultural awareness	Problem solving
Active listening	Creativity	Decision making