Mentor Role Description – University of Cambridge

Function: to support disabled students to overcome barriers to their learning, by working as part of the Non-Medical Helper Scheme

Duties and Responsibilities to the Student

• Establish and maintain clear role boundaries
• Assist and monitor the student’s transition into University life
• Support the student in developing strategies that enable engagement with their learning, such as strategies for time management, organisation, goal setting, motivation, and reducing anxiety
• Support the student accessing the social environment at University
• Support the student in understanding demands placed upon them with respect to coursework, deadlines, processes and procedures
• Assist the student in making sense of ambiguous and confusing situations
• Support the student with problem solving, identifying and referring to other key services within and external to the University
• Help the student identify issues causing concern and propose ideas for self-monitoring and/or resolution
• Attend hour-long mentor sessions as agreed with the student

Duties and Responsibilities to the Accessibility & Disability Resource Centre (ADRC)

• Complete relevant administrative tasks/documentation associated with mentoring, particularly termly reports and regular feedback to the ADRC
• Maintain and respect the ADRC confidentiality policy at all times, and refer matters of concern when necessary via the Concern, Incident, Matter Report (CIMR) procedure
• Attend and participate in at least one mentor 1-1 support session per term
• Attend training sessions at the start and the end of the academic year
• Regularly review/self-evaluate the effectiveness of support provided
• Maintain the confidentiality of your colleagues and students when using Moodle and check in fortnightly to review announcements and respond to forum posts as appropriate.
Person Specification

Education and qualifications

*Essential*
- Degree level education or equivalent

Specialist knowledge & skills

*Essential*
- Good understanding of disability and experience of working with disabled people, including people with mental health conditions, autism spectrum conditions, long term health conditions, dyspraxia and with AD(H)D
- Knowledge of strategies that assist students with time management, organisation, goal setting, motivation, and reducing anxiety
- Ability to motivate people
- Ability to work with a wide range of sensitive/confidential issues
- Ability to work with a wide range of people
- Ability to problem solve
- Excellent organisation skills, including use of online resources
- Confidence working independently

*Desirable*
- Interest in Assistive Technology

Interpersonal & communication skills

*Essential*
- Excellent verbal and written communication skills
- Excellent listening skills
- Discretion and tact
- Able to work as part of a team and work under instruction
- Flexibility
- Awareness and implementation of personal boundaries

Relevant experience

*Essential*
- Experience of working 1:1 with people

*Desirable*
- Experience of working within Further or Higher Education
- Previous experience of mentoring adults