



International Peer Mentor Program

An International Peer Mentor (IPM) is a current student who volunteers their time to help new international students settle into life in Adelaide and the University of Adelaide.

About International Student Support

International Student Support is a specialised service at the University of Adelaide that strives to provide high level guidance and social opportunities for all international students – onshore and offshore. Setting the bar in integrative referral processes, our International Peer Mentors facilitate transformational appointments and experiences that support people in building resilience, problem solving, connecting, and wellbeing.

International Peer Mentors – Position summary

The IPM role is one of the foundations of our success as a social service delivery area. IPMs are experts in creating world-class inclusive experiences at our events. They are responsible for engaging and connecting with students, sharing top-quality campus insider tips, and speaking authentically about the university community, the student experience, and their cultural identity.

Key responsibilities

Student experience

- Interact with student participants to ensure a great experience in a manner that values students' culture and diversity.
- Assess students' needs to provide customised, effective solutions, referrals and support.
- Move dynamically at events to continuously engage with students and provide networking modelling through robust introductions and commonalities.
- Receive feedback and partner with IPM Coordinator to take appropriate action and "make it right" for participants.



Working with others

- Contribute to a respectful and inclusive team environment by welcoming and celebrating differences to ensure a supportive and engaging experience for all pod members, IPMs and student participants.
- Establish supportive and productive relationships with all IPMs.
- Collaborate with IPMs to ensure optimal student experience and support ISS operations.

Operations

- Perform campus tours to ISS standards.
- Use technology to support online activities and provide positive student experiences.
- Perform set-up and takedown tasks efficiently.
- Take initiative in dealing with operational challenges.
- Understand and adhere to people safety policies and procedures to maintain a safe work environment.
- Perform tasks in accordance with applicable policies, procedures, and laws or regulations, including but not limited to the Volunteer Handbook, privacy policy, ESOS Compliance.

Key skills and core values you bring

- Inclusion & Diversity: Creates/supports an inclusive environment that values/celebrates differences.
- Integrity/Honesty: Behaves in an honest, fair, and ethical manner.
- Student participant Experience: Enjoys working and connecting with, understanding, and helping other students.
- Personal Responsibility: Accepts responsibility/accountability for actions; is dependable.
- Self-Awareness: Is aware of how words or actions may be perceived by or affect others.
- Collaboration and Teamwork: Works productively with others to achieve goals; seeks diverse perspectives.
- Enthusiasm: Is enthusiastic about one's own role; looks for ways to make volunteer shifts fun and engaging.



Volunteer role requirements

Eligibility

- Must be enrolled in at least two courses in each study period at the University of Adelaide.
- Must have completed at least one study period and achieved a 5.0 GPA (credit average) OR if you are in your first study period and really want to be an IPM, you will be required to demonstrate you have performed well to date (for more detail, please contact us)
- Must have at least two study terms remaining in their degree, in order to sign a one year volunteer contract as an IPM.

Availability

- Willing to volunteer for the full week during each International Student Welcome period (Semester 1 and Semester 2).
- Willing to volunteer at 75% of CommuniTea events each semester, plus set up and clean up.
- Willing to volunteer at 75% of four Language and Community Engagement (LCE) events each semester on Friday afternoon/evenings.
- Willing to volunteer at a minimum of one holiday social program event during each holiday period.
- Keen to taking part in student panels during Orientation events.
- Open to taking part in University committees, communities of practice and consultation sessions for student voice and feedback about specific issues and trends.

Communication

- Maintain continuous communication with the IPM Program Coordinator and within the IPM team.
- Keep up-to-date on relevant information disseminated via the University of Adelaide email and designated social media channels (e.g., IPM Facebook group, Messenger chat).
- Acknowledge and respond to calls to support activities/events within a timely manner (i.e., within 48 hours).

Further enquiries

International Student Support: ua.edu.au/iss