Mentor (Non-Medical Helper): Role Description & Person Profile

Role description

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 Students

• 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 managing stress and anxiety

• Support the student to access 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 code of conduct at all times, and refer matters of concern when necessary

• Attend at least one Mentor 1-1 support session per term

• Attend compulsory training sessions

• 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 profile

Education and qualifications
Desirable
- 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 managing stress and 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