



## Work Learn Program

**Job Title:** WL Career Peer Advisors

**Position Classification:** Project Assistant (non-lab)

### Job Description and Qualifications

#### What are the student's duties?

The Career Peer Advisor Program offers a unique opportunity for **8 students** to gain professional experience as part-time employees at the Business Career Center (BCC) at UBC Sauder. Through structured training and on-the-job development, they will be equipped with skills and resources to provide career related information and advising to BCom students at UBC Sauder. They will also gain valuable career insights which will support their own professional and personal development.

#### The duties of a Career Peer Advisor (CPA) is to:

- Advise students on resumes, cover letters, option choice, job search strategies and how to get involved on campus, through one-on-one scheduled advising appointments
- Manage shifts at the Business Career Center Drop-In advising booth, providing career advisement advice for students on a drop-in basis
- Develop + facilitate career development initiatives for students on a wide variety of topics such as resume and cover letter reviews, job search strategies, Interview preparation and workplace etiquette (e.g. workshops, ambassador roles, etc.)
- Participate in weekly meetings and training
- Provide a student's perspective to influence new initiatives and programs at the BCC. This will be facilitated through focus groups, project work and meetings with other BCC staff.
- Represent and promote the BCC's services as a student ambassador through event promotion and attendance at a various student + industry events

#### 10-hour Weekly Commitment typically includes:

**4 hour:** 8 x 30 minute one-on-one Career Peer Advising appointments

**3 hour:** Drop-In advising

**1 hour:** Mandatory weekly meeting

**2 hours:** Event Attendance and career development focused projects with other departments at the BCC

#### What is the level of supervision provided to the student?

The Career Peer Advisors will work under the direction of the Manager, Experiential Learning Projects and the Team Lead, Career Peer Advisor. The team meets weekly for one hour to discuss on-going projects, training and debrief advising sessions. Majority of team communication will occur through Microsoft Teams where students will be able to communicate on a daily basis with the team lead, managers and each other.

In addition to initial training in August/September, weekly meetings will be used to implement training based on gaps identified within the team. Students will receive a performance review and goal setting conversation every semester with the Manager, Experiential Learning Projects.

#### What is the level of complexity of the tasks expected from the student?



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CPAs operate in a highly complex environment. Advising fellow students while representing the Business Career Centre and its mission, CPAs have to exhibit strong emotional intelligence skills to relate and communicate effectively with BCom advisees. In addition, CPAs have to demonstrate an outstanding knowledge of career resources offered at UBC Sauder, and share their understanding of the ever-changing job world and skills demand either through 1-1 conversations, or in a presentational format. Thus, hiring of the incoming CPA members focused on putting together a diverse team of 8 senior BCom students. Each team member has a background specific to the most popular BCom options, and related work experience. Students were chosen based on their critical thinking, coaching, and ability to reflect their careers.

The CPA Program is a highly visible service within the BCC and errors in judgment, poor advising, and/or inconsistency in decision making could have negative consequences for the credibility of the team and consequences for the students they advise.

### **Job Description - Qualifications**

**What are the previous skills / knowledge that the student must possess in order to be successful in this position?**

- Well-developed verbal and written communication skills
- Interest in career advising, recruitment, people management and mentoring other students.
- Knowledge of specific options area in the BCOM program(s) (e.g., Accounting, Marketing, Finance, Human Resources, Supply Chain etc.) is highly beneficial
- High level of awareness around personal career goals developed through varied life experiences (e.g. Choosing own option, club involvement, internship/work experience, mentorship programs, coffee chats, etc.)
- Must be reliable and available to manage a flexible work schedule (hours may differ weekly but will fit around your class schedule)
- Must be in good academic standing
- Completion of COMM 202
- Must be available for weekly meetings and up to 10 hours of work per week.

**What is the education level required of the student (eg. undergraduate, graduate, year level)?**

Students will be required to be enrolled in an undergraduate business program and have completed COMM 202 (mandatory career development course for all students).

**What are the elements needed for a student to be a great fit for this position?**

This is a great opportunity to give back to UBC Sauder, and would be a great role for a current Sauder student who has been active in the Sauder community and would like to develop their coaching, mentoring and leadership skills for the benefit of other Sauder students. They will show high levels of emotional intelligence, be approachable and open to growing in their own personal development in order to be successful advisors in the role.

### **Contribution to the University Community**

**What is the impact/contribution of the students' work to the goals of the unit or program?**

The Career Peer Advisor Program is run through the Business Career Centre (BCC) at the UBC Sauder School of Business, and supports undergraduate students in their career development. The Career Peer Advisors supports the BCC's mandate to support students' personal and professional development journey to



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responsible leadership through customized services focused on self-exploration, career development and access to business communities.

The Career Peer Advisor program provides these key benefits for the Center:

- **Decreases Barriers to Using BCC Services:** Past research and focus groups have identified that students often feel intimidated approaching the career center for help and would like more access to senior students for career advice. The Peer Advisors are able to provide a unique perspective as they have faced similar problems that students are dealing with.
- **Scalability:** The BCom Manager coaching appointments are consistently booked; students wishing to meet with a BCom Manager often wait 2-3 weeks to get an appointment time, one of the biggest barriers for students to engage with the Business Career Centre is the lack of availability. By leveraging peer models coaching availability will increase and give BCom students quicker access to support in a timely manner.
- **Student Perspective:** The Career Peer Advisors will be able to provide a unique perspective as student employees at the career center which will help to improve programming and provide industry specific expertise based on their undergraduate specialization (Accounting, Finance, Marketing, Business Analytics)

**What work have you done as a supervisor/department/unit to create a safe, supportive and inclusive workplace? What supports do you offer to students?**

All CPAs will receive multi-day training that involves understanding how to identify when their personal emotional boundaries have been reached, and how to involve a qualified, certified BCom Coach in such situations. In terms of student-safety for their advisees, CPAs will receive training how to have conversations with a 'coaching mindset', which involves carefully questioning and always keeps in mind that an inclusive, welcoming atmosphere is paramount to students' ability to express themselves in at times difficult conversations.

A trained, qualified BCom coach is available to join weekly team meetings, and will be called upon on a needs-basis and also come in at multiple times throughout the semester to have debriefs regarding difficult advising appointments and further developing the CPAs abilities to create a safe environment or, in rare instances, how to refer students to professional services with UBC Sauder.

CPA 1-1 advising appointments are conducting in dedicated rooms located at the UBC Sauder, to allow for privacy in conversations.

### **Student Learning Components**

#### **Student Learning Components – Supervision & Training**

What kinds of orientation and training will the student receive?

- We will offer a training program for new Career Peer Advisors of up to 25 hours of asynchronous and synchronous training during the first few weeks of school. Training topics include job expectations, workshop facilitation, career development skills; such as career advising skills, resume and cover letter review, job search strategies, industry specific knowledge
- Considerations will be made in developing training to ensure that Students feel supported and safe as they transition back to campus after a year virtually (Both virtual and in-person training, physical distancing as required etc.)

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- Training is also planned with other peers working across UBC and Sauder, to include topics such as working with students in distress, managing a remote work environment (if required) and
- Ongoing training and professional development will be provided through weekly meetings with the Careers Manager and Career Peer Supervisor. Previous training sessions have included: GROW model, asking powerful questions and leading with empathy
- Students will get access to opportunities as they arise through the year, including attending conferences and employer events
- Throughout the year Career peer advisors will also complete job shadowing and have their appointments shadowed by BCom Careers Managers
- Students will also be trained on technologies required to successfully complete their job including Simplicity (for appointment booking), MS Teams, Outlook and other career development tools

What kinds of feedback and on-going support will the student receive?

- The Career Peer Advisors will all have a weekly meeting with their supervisor and manager. The Career Peer Advisor will come prepared to talk about challenges they are facing, which helps determine areas for reflection, support and growth.
- The Career Peer Advisors will be asked to participate in an ECR (emotional intelligence) assessment and will have access to coaching from other BCom Career Managers that do not supervise them. They will also have an informal performance review process with their supervisor each term, for the purposes of self-reflection and professional development.

What kinds of encouragement and support for reflection will the student receive?

- Initial Training: Time will be set aside during initial training for students to reflect on what they hope to get out of being part of the CPA team and to set learning objectives for themselves.
- Weekly: At the team meeting every week, there will be time for students to share and reflect on their weekly appointments. The goal will be to create a community of practice between students, so that they are able to learn from each other and feel supported in their roles.
- Semester: Each semester students will conduct a 1:1 session with their Manager to reflect on learning objectives and will receive feedback on their work.

### Student Learning Components - Connections & Professional Development

What mentorship opportunities will be available for the student?

The Manager, Experiential Learning (BCC staff) will act in a mentorship capacity for the student to ensure that they are growing in their roles and feeling fully supported in their own career development. In addition, each CPA has a direct line of communication to BCom Career Managers who are informed and ready to provide coaching support.

What opportunities are available for the student to expand their network?

- Externally:
  - Students will be given opportunity to attend Company Information Session and take relevant notes about these companies to report back to the Business Career Center. These sessions will provide students with the chance to also network with these companies and expand their knowledge of new companies and industry.
  - CPAs will also be the act as a representative of the Business Career Center at certain events such as club events and industry networking events.
- Internally:

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- Students will work with various members of the BCom Career Team as well as other Business Career Center staff. CPA's will be encouraged to attend their own Career Coaching so that they can continue to grow their own skills in their career development journeys.

How does this position develop and enhance the student's personal and professional development?

This position will help to develop and enhance the student's personal and professional development through the following:

- Development of leadership, collaboration and meeting facilitation and technology by working closely with the CPA team and leading and facilitating session with other BCom students.
- Development of Emotional Intelligence through specific skills including, Optimism, Self-Actualization, Empathy, Relationship Skills, Straightforwardness, Self-Knowing, Self-Control, Self-Confidence, Self-Reliance and Adaptability
- Develop in-depth knowledge and understanding of various career resources available for their own personal and professional development

### Student Learning Components - Career Exploration

What skills and workplace competencies will the student gain in this role?

- Exposure to and experience within a professional office environment
- Time management developed through juggling a part-time job as a full-time student
- The development of coaching and advising skills will be useful to utilize with future employers' managers and in professional relationships.
- Develop in-depth knowledge and understanding of various career resources available for their own professional advancement
- Experience working in a team environment, setting learning objectives/goals and reflecting and working to achieve these objectives
- Potential growth opportunity for promotion in the following year to Career Peer Advisor Supervisor to further develop leadership skills and experience

How is this role preparing the student for future employment?

- As outlined in the section before, the skills and workplace competencies honed in throughout the CPA work-term will allow student-workers to speak more confidently and with more experience about the skills and knowledge.
- In addition, the next section outlines how CPAs' academic growth is positively impacted by fulfilling their role, which in itself benefits students' future employability through better academic grades, as well as heightened confidence and awareness of their abilities.

How will this role support the students' academic growth?

- Enhanced academic success skills to complement classroom learning (e.g. improved ability to deliver classroom presentations, eloquently communicate ideas, and provide articulate responses to difficult questions)
- Enhancement of time and workflow management skills, balancing both work, school and any extra-curricular activities they are involved in
- Exposure to new problems and situations to develop problem-solving and critical thinking skills
- Further development of the ability to identify and articulate one's own learning through reflection, feedback, and meetings with your BCom Careers Manager