

CANDIDATE PROFILE
IEC INTERNATIONAL STUDENT PEER COACH TEAM LEAD,
SUMMER/FALL/WINTER 2025-2026

SUMMER CASUAL CONTRACT PERIOD: Monday, May 5, 2025 – Friday, August 22, 2025*

F/W WORK-STUDY CONTRACT PERIOD: Monday, August 25, 2025 – Tuesday, March 31, 2026*

Must be available for

- Summer Training – Monday, May 5, 2025– Friday, May 9, 2025 *
 - 30 hours, 9am to 4pm each day
- Student Leader Training – Monday, August 25, 2024 – Thursday, August 28, 2025*
 - 30 hours, 9am to 4pm each day
- Residence Move-In, Orientation, and International and New-to-Canada Student Welcome (INSW) – Friday, August 29, 2025 – Saturday, September 6, 2025 (specific dates will be communicated in advance)

*All contract dates are anticipated at the time of posting. These dates may change and will be confirmed before the successful candidate is required to sign a contract.

SUMMER RENUMERATION: Salary \$19.00 per hour. Full-time hours (30 hours per week over a 16-week period).

F/W RENUMERATION: Salary \$19.00 per hour. The hours expected of the role are approximately 10 – 15 hours per week, with peak hours in September exceeding this amount. The role is paid up to a maximum of 200 hours during the academic school year and is subjected work-study approval, guidelines, and pay.

REPORT TO: The role reports to the International Student Success Coach within the IEC. The supervisor for this role will provide training, support, and assistance in the execution of the job responsibilities.

ELIGIBILITY:

- Applicants must be a returning student in the 2025 – 2026 academic year;
- Student of UTM in good academic standing;
- Applicants must be legally able to work in Canada.

POSITION SUMMARY:

The IEC International Student Peer Coach Team Lead’s primary responsibilities are to assist with pre-arrival support programming and develop and deliver transition support opportunities for international and new-to-Canada students. This includes but is not limited to, Eagle Connect, International and New-to-Canada Student Orientation and transition support sessions for international students featuring time management, learning course material, interacting with faculty, building social connections, and getting help with schoolwork. The International Student Peer Coach Team Lead will also support the International Student Peer Coach Assistants in the development and delivery of tailored supports for international students, act as a point of contact for students through in-office triage and maintain flexibility in their schedule to have peer-to-peer support appointments.

DUTIES:

- Assist with the pre-arrival support program, including live chat support, student call support, and new student advising sessions and webinars;
- Assist in the development and delivery of transition programs, such as Eagle Connect, International and New-to-Canada Student Orientation, and the Transition Coaching Program (TCP) core areas of support;
- Assist in the development of resources for students that pertain to transition challenges, including a time management, learning course material, interacting with faculty, building social connections, getting help with schoolwork, and managing finances;
- Conduct research on institutional best practice and contributing ideas towards new program or initiatives the IEC could undertake;
- Collect and assess feedback on programming to inform future program planning activities;
- Liaise with campus partners, student groups and student clubs to increase cross-departmental collaboration for the Transition Coaching portfolio;
- Create an annual calendar and critical path for programs, workshops, and sessions;
- Act as a point of contact for students through in-office triage, peer-to-peer support appointments and resource referral;
- Maintain flexible availability in effort to hold office hours, attend team meetings and one-on-one meetings, and attend programming;
- Communicate with students, team, and supervisor in a timely manner;
- Refer to University policies to answer questions and inform students;
- Monitor UofT email account daily for work-related emails;
- Additional duties as assigned by the supervisor(s) based on changing priorities.

EMPLOYER CONTACT INFORMATION:

Sherice Robertson, International Student Success Coach
Sherice.robertson@utoronto.ca

REQUIREMENTS:

- Demonstrated ability to interact with confidential data;
- Demonstrated understanding and ability to support, international and new-to-Canada student transition issues (academic, social, emotional);
- Demonstrated experience in leading a team of peers, delegating tasks, and monitoring team performance; Intercultural competency awareness and experience working with diverse communities and cultures;
- Demonstrated experience developing and facilitating interactive workshops, and providing one-on-one and group support for students;
- Demonstrated experience in event planning, project management and/or program design; Strong oral and written communication;
- Strong planning and organizational skills, including time management and prioritization skills;
- Knowledge of the campus and its resources;
- Well-developed computer skills and experience with Microsoft Office;
- Experience transitioning to Canada, participation in transition programs (i.e. Transition Coaching Program, LAUNCH, etc.) preferred;

- Proficiency in a language other than English considered an asset.