

Civic Initiative Mentor

UMass Donahue Institute, Civic Initiative

Position type: Hourly

Campus: University of Massachusetts Donahue Institute (UMDI)

Department: Civic Initiative (CI)

Location: 100 Venture Way, Hadley, MA 01035

Normal Work Schedule:

Position is seasonal, and day-to-day schedules will vary depending upon program needs. Mentors will work up to 40 hours per week based on program structure and timeline. This program may include virtual sessions that must take place within participants' time zones.

Job Summary:

The University of Massachusetts Donahue Institute (UMDI) Civic Initiative (CI) business unit is dedicated to promoting democracy through education in both the U.S. and abroad. Select groups of students, scholars, and professionals from around the world come to the UMass Amherst campus and travel to other regional sites for various short-term exchange programs. Programs are designed for attendees to improve their leadership skills, increase their subject knowledge, and learn about U.S. culture. Programs are based on engaging participants through active learning, integrating classroom readings, lectures, and discussions with community-based, collaborative projects that offer practical, real-life experience.

Mentors at UMDI CI provide administrative and organizational assistance to the Civic programs, assisting with the day-to-day functions. This will include, but not be limited to, supporting the academic director and program manager with administrative tasks and communication, and assisting with planning and organizing the schedule for each day. Mentors will have a unique opportunity to host small and large group sessions on social, cultural, and academic issues. In addition to facilitating participants' programming (virtual and/or in-person) and creating a positive environment for the participants, mentors are expected to be present and engaged with the participants during small-group and project activities. The mentors provide participants with the opportunity to learn more about American culture, norms, and discuss program content areas in an informal setting; similarly, mentors are able to learn about the participants' home countries. This cross-cultural exchange represents an important aspect of the CI's mission by developing more substantive connections and understandings of different cultures, norms, and values.

Essential Functions:

The listing of Civic Initiative Mentor functions include, but are not limited to:

- Conduct work in a collegial environment where mentors are expected to maintain regular communication with supervising manager(s), program participants and fellow mentors.
- Assist the programs' academic directors with planning and organizing daily activities, including virtual and/or in-person events.
- Assist with meeting management and activities.
- Assist with administrative and office tasks pertaining to the program such as answering questions; technical help; posting talks and discussions; and collating assessments and surveys.

Other Functions/Responsibilities:

- Mentors are expected to learn and understand aspects of the participant's history and culture.
- Other duties as assigned.

Minimum Qualifications (Knowledge, Skills, Abilities, Education, Experience):

- Undergraduate student.
- Ability to work during non-standard work hours.
- Mentors must be developmentally, culturally, and linguistically responsive demonstrating open-mindedness, patience, and cultural sensitivity to participants who come from different ethnic, socioeconomic, religious, cultural, and political backgrounds.
- Demonstrated attention to detail and strong organizational skills required.
- Ability to multi-task and work as a member of a team in a fast-paced work environment.
- Ability to organize work priorities and work efficiently in relation to work quality and requested timelines.
- Applicants must be at least 18 years old.
- Ability to present documentation establishing authorization to work in the United States.

Preferred Qualifications (Knowledge, Skills, Abilities, Education, Experience):

- Experience in a leadership or mentorship role.

Working Conditions (Includes Physical Demands):

- Work environment is fast-paced, and requires flexibility and responsiveness in timing and task.
- Access to a reliable and strong internet connection and a professional looking background.
- Work sites are varied and may include: online, program residence, classrooms, the UMDI CI office, and events at public and private locations.
- During in-person site visits and study tour, travel may be required on an as-needed basis within Massachusetts and in some instances outside of the Commonwealth to accompany program participants.
- Must have the ability to work non-standard work schedule.
- The physical/mental demands and work environment factors described above are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Additional Details:

- This position is funded by grants and/or contracts, and is contingent upon funding.
- **This is an in-person position.**
- **Working hours may vary but will be 40 hours per week.**
- Verification of Driver's license may be performed.
- This is an hourly non-benefited position.
- Hourly wage is \$15.00.
- To find out more about the Civic Initiative, go to: <https://donahue.umass.edu/business-groups/civic-initiative>

TO APPLY, please submit your cover letter, resume, and references to Civicrecruitment@donahue.umass.edu