

Career Services *Resume Coach* (Student Affairs)

CAREER SERVICES PEER PROGRAM 2020-2021



Position Description

Career Services Resume Coaches are a team of student-volunteers with diverse experiences and backgrounds who work one-on-one with undergraduate and graduate students to customize resumes, cover letters, and CVs. Resume Coaches elicit their student client's key experiences and skills as opposed to proofreading or copy editing. We are looking for Queen's undergraduate and graduate students who are interested in developing or advancing their coaching skills and learning how to guide student clients to transformative learning outcomes ("Aha" moments). Resume Coaches provide six, half-hour appointments each week during the academic term, generally between 9:00 AM and 4:30 PM Eastern time. **Appointments will be remote for Fall 2020.** If you like helping others, learning new interpersonal skills, and interacting with people from diverse backgrounds, volunteering as a Resume Coach could be a great opportunity for you.



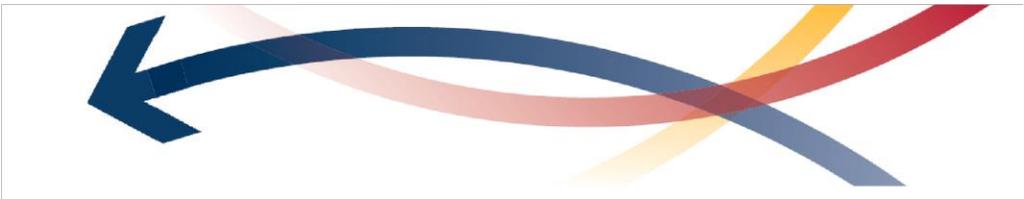
Resume Coaches are trained in skills including:

- Active listening
- Facilitating reflection by asking probing questions
- Providing constructive feedback
- Identifying options and explaining strategies
- Coaching clients to assess options and make their own decisions

Resume Coaches cultivate exceptional skills in communication. While this role focuses on resume and cover letter strategies, the skills developed as a Resume Coach are **transferable** to professional work that requires an advising or coaching skillset, including **academia, consulting, law, counselling, medicine, teaching, or any work with clients**. Some of our Resume Coaches have commented that the active listening skills they have developed in this role have benefitted them in their personal relationships, as well as their teaching and supervisory roles. The focus on competency development and the amount of supervision in the program, some of it based on direct observation, makes this opportunity a significant one for students seeking professional development in these areas.

Role and Responsibilities

- Participate in mandatory training, weekly meetings, professional development sessions, and Career Services workshops (see below for details)
- Meet with students in six scheduled 1/2-hour appointments per week in the Fall and Winter terms (note: appointments will be remote for Fall 2020)
- Counsel student clients on strategies for writing effective resumes, cover letters, and CVs
- Deliver Resume Clinics (brief appointments) at Career Fairs and other events, usually held twice per semester and required instead of appointment hours
- Refer students to appropriate career-related resources (Career Counsellors, resource books, pamphlets, brochures, websites, workshops, skills cards)
- Engage in self-directed learning and opportunities for skill development
- Responsive and professional communication with the Senior Resume Coach, the Program Coordinator, and the Career Services office



To Be Considered for This Role, You Should Bring

- Genuine interest in helping others; previous experience in coaching or mentoring roles considered an asset
- Demonstrated commitment to multi-cultural issues; skill in interacting with persons of diverse backgrounds
- Commitment to equity, inclusion, and developing intercultural competence
- Oral communication skills, including the ability to develop a rapport; customer service experience considered an asset
- An interest in developing coaching skills, including active listening skills, the ability to ask questions, provide effective feedback, explain options and strategies, and help clients make their own decisions
- Commitment to learning and acting on feedback to continually improve skills
- Ability to make a serious commitment to this role. Student clients rely on this service for resume support. It is critical that Resume Coaches attend all scheduled hours of service and that appointments occur as booked and scheduled. Reliability and punctuality are essential
- Ability to work independently, and effectively in a team setting
- Interest in Career Services, career development, and career and job search resources; experience with Career Services resources an asset
- Good knowledge of Microsoft Word, Outlook, and OneDrive
- A professional LinkedIn profile, knowledge of MyCareer and OnQ are assets

Above all, we seek volunteers with a positive attitude who are willing to be challenged and willing to learn and grow.

Requirements

- Commitment to providing 6 half-hour appointments/week (typically 3-hours/week) during fall and winter academic terms (not in exam periods)
- Capable of completing roughly 12 hours of asynchronous and synchronous online training between late August and mid-September
- Training sessions include a) asynchronous online modules, b) synchronous 1-on-1 training, c) shadowing live appointments, d) practicing with fellow Resume Coaches, and e) participating in a readiness assessment based on the Program Coordinator/Senior Resume Coach's direct observation
- Participating in synchronous, 20-min. weekly team meetings (day/time TBD)
- Participating in a remote professional development in Nov. (details TBD)
- Engaging with a competency development process during training and on an ongoing basis throughout the academic year

Application Process

- Please **submit a cover letter and resume as a single PDF** document to cspeers@queensu.ca
- Make sure you include your Queen's email address, telephone number, student number, degree, program, year of study, expected graduation date, and any relevant experience (academic, extra-curricular, volunteer or paid)
- Applications accepted until **Sunday, August 30th, 2020 at 11:59pm**

For More Information:

Contact Carli Fink, Career Counsellor and Coordinator of the Resume Coach Program
cspeers@queensu.ca