

## Become a SOAR Ambassador Frequently Asked Questions

### Applying for the position of SOAR Ambassador

**Q: How much will I be paid?**

A: Your level of pay is at HEW level 3.1, casual rate of \$33.22 per hour.

**Q: Should I apply if I have to go away during the semester?**

A: Each term of employment is for 15 weeks each semester, with a two-week break in the middle. You may need to take leave at other times, perhaps for a conference, or a holiday that has been pre-booked, so you can arrange for other Ambassadors to fill your shift/s. However, if you will be away for the majority of the term, it would not be worth applying.

**Q: If I'm successful in being selected for the position, what happens next?**

A: You will need to attend a 3-hour Induction prior to commencement on your day of the first week of the semester. The date of the Induction will be given to you during the interview, but is usually held the Thursday or Friday morning prior to commencement of the semester.

**Q: Why was I not selected for the position?**

A: The Selection Committee has to consider many variables when choosing a new SOAR Ambassador. Some considerations include:

- Relevant skills: having a broad range of skill sets among the ten SOAR Ambassadors, from a different range of disciplines.
- Background: experience as a researcher or previous work experience
- Cultural fit: whether the candidate would be suited to the flexible work environment and fit in with the team. Also, is the role right for them?
- Attitude: why is the candidate applying for the position? Will the candidate enjoy the role and get the most out of the opportunity?
- Availability: will the candidate be available and reliable?

**Q: If I'm unsuccessful, can I apply for the position again?**

A: Given the recruitment process is quite competitive we do encourage applicants who are not selected to try again the next semester. We need to ensure there are a good range of skills among the ten SOAR Ambassadors every semester, so if you are not selected one semester, your skill set may be in higher demand the next semester.

### Duties and time commitment

**Q: Will I have a set day of work?**

A: Yes, you will be assigned a set day according to what vacancies are available. In the interview, you will be asked about your availability and your shift day preference.

**Q: How many hours a week will I work?**

A: 6 hours a week, 9.30am - 4.30pm (with a one hour lunch break, whenever you want to take it)

**Q: What will I be doing during the 6 hours of work?**

A: Ideally you will be helping your peers who have booked an appointment to see you or dropped into the SOAR Centre for advice (peer-to-peer support). Candidates will book an appointment for various reasons. The most popular reasons are for thesis formatting in Word, Endnote and help with literature reviews and research proposals.

As part of your employment contract, you will also have other duties including:

- Running at least two SOAR Sessions (small group workshops);
- Compiling online resources and Camtasia videos for your SOAR Sessions;
- Conducting at least one MyPLAN demonstration;
- Contributing content to the Pulse Research Alumni newsletter and the GRS website and newsletter;
- Building your online profile using LinkedIn; PebblePad (web e-portfolio system, Academia.edu, ResearchGate and other tools);
- Representing the SOAR Centre and promoting the service at various events.

**Q: Will I need to work outside of the 6 hour shift time at any stage during the semester?**

A: There will be other training offered which may fall outside of your regular shifts. Some of this training is paid in addition to your regular pay. There are also monthly meetings between the SOAR Ambassadors. You may also be asked to attend occasional events outside of your shift time.

**Q: Is employment only for one semester?**

A: You are employed initially for 6 months, and may be invited to continue on for another semester at the end of the first 15 weeks. You can only work a maximum of two semesters, unless you're invited to continue for another semester as a SOAR Ambassador Mentor.

### Support and Resources

**Q: What support and training will I receive?**

A: You will receive training in the following areas:

- Induction on the administrative and general requirements of the position
- A SOAR Ambassador Mentor will support you during your first couple of shifts i.e. setting up email etc.
- SOAR Session training to assist you in selecting a topic
- PebblePad training in MyPLAN and for use as an e-portfolio.
- Camtasia Studio
- Interpersonal Boundaries and Cultural Awareness

GRS staff and SOAR Ambassador Mentors will be available for ongoing support.

**Q: What resources will be available to me?**

A: SOAR Ambassadors can share their knowledge with each other via a google group email and through Monthly Meetings. You will also have access to a physical library of resources in the SOAR Centre.

Each SOAR Centre also provides a desk with a computer and stationery. Other tools available include video conferencing, SKYPE, Zoom video conferencing, Camtasia studio, research software such as NVivo, SPSS, EndNote, headphones with a microphone and a Lenovo laptop.

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