

## STATEMENT OF DUTY

**POSITION: LET'S CHAT PROGRAM FACILITATOR**

English Connect is looking for highly motivated and enthusiastic Monash students who would contribute to the development and delivery of a conversational English program. The position plays a central role in delivering a variety of co-curricular English language support programs aimed at developing and providing students with English language skills addressing a range of needs, from academic and cultural to social. The position is responsible for facilitating conversational English in group settings.

**Key responsibilities**

1. Deliver high quality programs to students to develop conversational English skills.
2. Provide high quality assistance to students to develop various linguistic and socio-cultural competences around cultural expectations in university environments.
3. Foster a safe and supportive environment for discussing issues and asking questions.
4. Undertake administrative tasks as required by the supervisor such as responding to emails, providing feedback on classes, adequate preparation for the delivery of classes and recording attendance.
5. Undertake any additional activities as required by the supervisor such as presentations to various groups, contributing to organisation and running of workshops and seminars.
6. Develop, communicate and maintain effective relationships with students and colleagues at various levels, including working as a team to deliver classes.
7. Promote a positive image of the English Connect through professional standards of workplace presentation, personal presentation and the effective completion of work tasks.

**Key selection criteria****Education/Qualifications**

1. The appointee will have:
  - current enrolment at Monash University in any degree with at least six months of completed study.
  - current Employee Working with Children Check.
  - enrolment as a Monash student for all of 2019.

**Knowledge and Skills**

2. Excellent English communications skills, both written and verbal underpinned by a good understanding of the cultural conventions of English in Australia.
3. Exceptional cross-cultural communication skills, including a deep understanding of various religious and cultural practices.
4. A demonstrated understanding of second language learning concepts or experience of speaking or learning languages other than English.
5. A demonstrated commitment to providing high levels of customer service preferably in a cross-cultural environment.

6. Excellent track record of working as a team member with demonstrated teamwork skills, including negotiating with people to achieve a common goal.
7. Personal experience of living, studying or extensive traveling overseas, some of it in non-English speaking countries, and/or of living or studying within culturally diverse communities in Australia.
9. Strong interpersonal skills, demonstrated ability to communicate effectively, confidently, and clearly in English.
10. Demonstrated capacity to work with diverse groups, including giving feedback and setting boundaries.
11. Ability to work as an effective member of a team as well as independently under general supervision.
  - Out of hours work: some sessions will occur outside of university hours till 21:00 hrs, however, most sessions will be from 11am to 5pm.
  - Work will span across all onshore campuses (Clayton, Caulfield, Parkville, Peninsula)
  - The Let's Chat Facilitator will need to commit to completing compulsory training in February
  - Requirement to commit to work for a minimum three hours per week during semester.

**Contact person:** Negar Mehr, ph 9903 4968

Casual contract from 1 February 2019 for 12 months

Hourly pay: \$34.85

Hours per week: min 3h

Please submit your application via our email address: [english.connect@monash.edu](mailto:english.connect@monash.edu) remembering the following:

- The subject of your email must be the position you are applying for, e.g. Let's Chat Facilitator Position.
- You must include all the required documents listed in the statement of duty for your application to be considered.

The required documents are:

1. Resume
2. Statement why would you like to work with English Connect (500 words)
3. A response (500 words) to the following three questions:
  - a) How has learning or speaking other languages contributed to your understanding of the process of language learning?
  - b) What from your previous experience and skills will allow you to excel as a Let's Chat facilitator?
  - c) Describe what you understand professional conduct and organisation to be and how this will be necessary for the position.

**Applications close on 21 September at 5pm Melbourne time.**