Student Advisor

Society of Graduate & Professional Students (SGPS), Queen's University

About SGPS

The Society of Graduate & Professional Students (SGPS) represents and advocates for graduate and professional students at Queen's University. Through advocacy, services, and support programs, SGPS works to help students navigate challenges and succeed throughout their academic journey.

About the Role

The Student Advisor is a student staff position responsible for providing confidential support to graduate and professional students navigating academic, administrative, and university-related concerns.

Student Advisors help students understand university policies and procedures, explore available options, access appropriate resources, and develop self-advocacy skills. Working closely with the Executive Director, Student Advisors play an important role in helping students navigate complex situations while maintaining professionalism, confidentiality, and compassion.

Why This Role Matters

Navigating university policies, procedures, and administrative processes can be challenging. Student Advisors help students better understand their rights, responsibilities, and available options while providing support through difficult or unfamiliar situations.

Through one-on-one support, Student Advisors contribute to a more informed, empowered, and supported graduate and professional student community.

Key Responsibilities

Student Support & Case Management

- Provide confidential support to students through assigned advising cases.
- Assist students in understanding relevant university policies, procedures, and regulations.
- Support students in identifying options and navigating university processes.

- Promote student self-advocacy and informed decision-making.
- Maintain secure and confidential case files and records.

Collaboration & Referrals

- Work closely with the Executive Director to support effective case management.
- Refer students to appropriate campus and community resources when required.
- Collaborate with SGPS staff and university partners to support students effectively.

Program Development & Reporting

- Assist with the preparation of annual reports and program documentation.
- Track trends and recurring issues arising from student cases.
- Identify systemic concerns and make recommendations for potential policy or procedural improvements.
- Participate in training and professional development activities related to the role.

Other Duties

- Attend meetings and training sessions as required.
- Support SGPS initiatives and student support programs.
- Undertake additional responsibilities as assigned by the Executive Director.

Qualifications

Required

- Must be a currently registered SGPS member and remain an SGPS member for the duration of the contractual term.
- Strong interpersonal, communication, and active listening skills.
- Ability to maintain confidentiality and exercise sound judgment.
- Strong organizational skills and attention to detail.
- Ability to manage sensitive situations with professionalism and discretion.
- Demonstrated commitment to supporting and advocating for fellow students.
- Ability to work collaboratively while maintaining appropriate professional boundaries.

Preferred Qualifications

- Previous experience in a supervised peer support, peer mentorship, peer advising, student advocacy, or student services role.
- Experience working with confidential or sensitive information.

- Knowledge of university policies, procedures, and student support resources.
- Experience in student leadership, conflict resolution, advocacy, or case management.
- Familiarity with equity-informed and student-centred approaches to support.

Core Competencies

- Excellent interpersonal and active listening skills.
- Ability to build trust while maintaining appropriate professional boundaries.
- Strong judgment and discretion when handling confidential information.
- Ability to recognize when issues fall outside the scope of the Student Advisor role and make appropriate referrals.
- Strong written and verbal communication skills.
- Organizational skills and attention to detail.
- Empathy, professionalism, and emotional intelligence.
- Problem-solving and critical thinking skills.
- Ability to interpret policies, procedures, and regulations.
- Commitment to student support, self-advocacy, and ethical practice.

Training & Support

Student Advisors receive training and ongoing supervision from the Executive Director. While professional counselling, social work, or mental health credentials are not required, candidates should have prior experience supporting others in a structured environment and be comfortable working within clearly defined role boundaries, referral processes, and confidentiality requirements.

Our Commitment to Inclusive Hiring

SGPS is committed to building a diverse and inclusive team that reflects the graduate and professional student community we serve.

We encourage applications from students of all backgrounds, including international students, Black, Indigenous, and racialized students, 2SLGBTQ+ students, students with disabilities, and individuals from historically underrepresented communities.

We value multilingualism, cultural knowledge, lived experience, and diverse perspectives.

Accommodations are available throughout the hiring process upon request.

Position Information

- **Compensation:** As established by SGPS policy and approved budgets.
- **Term:** As specified in the employment contract.
- **Status:** Student Staff Position.
- **Supervisor:** Executive Director.
- **Time Commitment:** Varies based on caseload, training requirements, meetings, reporting obligations, and program needs.

How to Apply

Applications must be submitted through the official SGPS application process.

Due to the anticipated volume of applications, only candidates selected for an interview will be contacted.

This role is ideal for students who are passionate about helping others, navigating complex systems, promoting student self-advocacy, and contributing to a supportive graduate and professional student community.