

# MAINTUTOR

Studierendenwerk Frankfurt am Main

## Guidelines

### Foreword

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Enabling young people to study is what we work hard for every day. With inexpensive food and beverages as well as accommodation in our facilities, BAföG and study financing alternatives as well as a wide range of consultation and support offers, we ensure that studying is a success. We currently support and provide for over 70,000 students at six universities in the Rhine Main area.

A good 3,700 of them live in our student residences. This special form of living also shapes everyday student life as living in a new city and/or in a new community has a long-lasting effect. Therefore we want to offer our students living there a pleasant living atmosphere.

To enable regular and direct exchange between students and with the Studierendenwerk Frankfurt am Main, the MainTutor program was launched in 2014.

Our tutors live in the student residences themselves, help shape community life on site and volunteer for their house and their roommates. They are an anchor point for all new arrivals and, above all, offer orientation to international students.

In accordance with our principles, our tutors stand for appreciation and respect in the student residences and maintain open and transparent communication with the residents and the Studierendenwerk Frankfurt am Main.

## Goals

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With MainTutor, the Studierendenwerk Frankfurt am Main pursues the following goals:

**1. Support for (international) students when they arrive and settle in at their place of study**

Coming to a new living environment brings many uncertainties. The cultural codes are unknown, the language may not be spoken well (enough) or the bureaucracy may seem overwhelming. Here, tutors can make arriving at your new place of residence much easier and also prevent conflict potential.

**2. Establish student contact persons in the residence environment**

For students, the tutors can be the first point of contact for questions and difficulties, a kind of confidant who can help with urgent questions and refer them to the Studierendenwerk consultation services. Through regular exchanges with the technical teams on site, they can also contribute to improving living conditions and thus become "ambassadors" for the Studierendenwerk Frankfurt am Main in the student residences.

**3. Strengthening intercultural dialogue in the student residences and with the employees of the Studierendenwerk Frankfurt am Main**

Through their contact with the students, the tutors gain insight into a wide variety of environments and lifestyles. They are therefore in an ideal position to be able to understand the cause of intercultural miscommunication and to counteract possible conflicts at an early stage, provided they have the appropriate openness. They can also provide impulses to make the residences more internationally accessible and to make the technical staff and the housing department aware of the needs of international students.

## Tasks

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The tasks can be divided into the following areas:

- **supporting and welcoming new (international) students when moving in**  
e.g. by personal greetings, organising a welcome event...
- **support for student life in their city**  
e.g. by co-developing information material, aiding and forwarding to consultation services on a wide range of topics (financing, social consultation, etc.)
- **strengthening the community in the residence**  
e.g. by organising regular events, excursions and regular exchanges with the technical teams on site...

In addition, participation in various further training courses offered by the Studierendenwerk is requested and a regular report on experiences is required.

## Residence groups

To fulfil the structure and size of the respective residences, the houses are divided into so-called residence groups. The tutors in a group are responsible for looking after all the houses in their area. The number of tutors per residence group is a guideline that should be aimed for.

| <b>Residence groups</b>   | <b>residences</b>  | <b>number of tutors (places)</b> |
|---------------------------|--|----------------------------------|
| <b>I Dornbusch</b>        | Am Dornbusch 39<br>Hansaallee 139<br>Hansaallee 139a<br>Platenstr. 4<br>Platenstr. 6<br>Platensiedlung                                       | 4 (642)                          |
| <b>II Ginnheim</b>        | Ginnheimer Landstr. 39a-c<br>Ginnheimer Landstr. 42  | 4 (742)                          |
| <b>III Riedberg</b>       | Max-von-Laue-Str. 14<br>Riedbergallee 4  | 3 (454)                          |
| <b>IV Nordend/Westend</b> | Porthstr. 1-3<br>Rat-Beil-Str. 29<br>Stralsunder Str. 26-30  | 3 (354)                          |
| <b>V Hausen</b>           | Ludwig-Landmann-Str. 343<br>Siedlung Westhausen  | 3 (331)                          |
| <b>VI Niederrad</b>       | Hahnstr. 41b<br>Sandhofstr. 3-5<br>Sandhöfer Allee 2   | 3 (379)                          |
| <b>VII Bockenheim</b>     | Bockenheimer Landstr. 135<br>Fröbelstr. 6-8<br>Homburger Str. 30<br>Jügelstr. 1<br>Kleine Seestr. 11<br>Kronberger Str. 43<br>Schloßstr. 119 | 3 (311)                          |
| <b>VIII Innenstadt</b>    | Uhlandstr. 23<br>Wiesenhüttenplatz 37  | 2 (80)                           |
| <b>IX Rüsselsheim</b>     | An der Feuerwache 7<br>Elisabethenstr. 2   | 2 (94)                           |
| <b>X Wiesbaden</b>        | Adolfsallee 49-53  | 2 (87)                           |
| <b>XI Geisenheim</b>      | Eibinger Weg 1b  | 1 (28)                           |

For the residence groups email distribution lists are created through which the tutors can be reached. All tutors also receive personalized email addresses to communicate with residents and partners.

## Requirements

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To be able to carry out your tasks, the following requirements should be met:

### Formal requirements

- rental contract has been running for at least 3 months
- no abnormalities in the rental agreement
- good language skills in German and English
- availability at the beginning of the semester
- time capacities of approx 10-15h/month

### Soft skills and abilities

- reliability
- independence
- communication and cooperation skills
- openness
- social competence
- creativity

## Application, agreement, expense allowance

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**Applications** with a short letter of motivation and a CV can be sent at any time to the coordination team by email at [maintutor@swffm.de](mailto:maintutor@swffm.de). They will then conduct an **interview** after a successful examination. The employees of the Studierendenwerk Frankfurt am Main can also suggest suitable people. After a positive decision, a written agreement is concluded.

The **agreement** is usually concluded for one year and can be extended annually until you move out of the residence. It ends automatically when you move out. The collaboration can be terminated at any time in writing by either side and also before time.

For their dedication, the tutors receive **compensation** in the form of a rent discount. The Studierendenwerk Frankfurt am Main reserves the right not to grant the rent discount or only partially if the duties were not carried out properly, the program was not implemented and/or these guidelines were not respected.

If the roommates or other tutors have any doubts about whether the task is being carried out correctly, the placement coordination office must be notified. This office clarifies how the conflict can be resolved with everyone involved.

## Certificates and further training

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At the end of their commitment, all residence tutors receive a certificate of voluntary work, which confirms their social and voluntary work and identifies the skills they have acquired. Such a certificate can also be issued upon request during the period of activity.

To acquire **key qualifications** through the performance of their work, tutors are offered various further training opportunities:

- One to two multi-day meetings per year for all tutors with thematic input, team building and networking
- Networking meetings of the various tutoring programs in Germany, organised by the umbrella association of the Studierendenwerke, the Deutsches Studierendenwerk (DSW)
- Various skill-conveying seminars, also organised by the DSW

The mentioned offers cover the topics of interculturality, conflict prevention, consulting and project management, among other things. Certificates of participation can also be issued for this.

## Financial subsidies and use of space

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### Resources for tutors

For events and measures that serve the tasks of the MainTutor program, the tutors are allocated funds as part of a **usage plan**. All goods procured from available funds are the property of the Studierendenwerk and must be handed over to the successor or coordination in a recorded manner.

In individual cases, the purchases must be requested from and justified to the coordination. The purchases must be properly documented and **submitted for billing**. In general, the Studierendenwerk Frankfurt am Main does not pay in advance, but rather reimburses expenses. Alcoholic beverages, tobacco products and deposits are non-refundable. Billing is carried out using the forms provided, which must be submitted together with the original receipts no later than 8 weeks after the end of the event.

### Special case: event funding for residents

All tenants of an apartment or room at the Studierendenwerk Frankfurt am Main can also receive a **subsidy** for initiatives and events that are for all students in their residence. The same regulations as to tutors apply here as well. The amount of the subsidy is decided on a case-by-case basis.

### Use of common areas

All existing common rooms can be used for events that take place within the residences. This must be coordinated in advance with the responsible technical staff.

The rooms are made available to tutors and for subsidised events free of charge and without a deposit; a handover protocol will be provided in accordance with usual regulations. House rules and terms of use of the rooms must be abided by.

## Coordination office

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The coordination office is located in the Housing Department of the Studierendenwerk Frankfurt am Main. It is responsible for the administration and further development of the **MainTutor** program, the selection of tutors and the decision on whether to subsidise events. It is the main contact person for all questions regarding the program, funds and special events in the residences. It manages the annual budget of the MainTutor program.

It is also responsible for the **educational support** of the tutors. This includes support in the preparation and implementation of events, but also privileged contact for the tutors if they have personal questions. The personal qualifications and skills of the tutors are trained through organised seminars and training courses.

The office is in close contact with the tutors, the technical staff and the employees in the housing department and is therefore an interface between the Studierendenwerk Frankfurt am Main and the volunteers.

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