



University Students' Council – Position Description

Position Title:	Associate, Peer Support Centre
Supervisor:	Student Programs Officer
Remuneration:	\$16/hour (maximum 219 hours /per entire term)
Hours of Work:	vary throughout the year
Term:	June 1 st – April 30 th

OVERVIEW:

Manage and maintain the USC Peer Support Centre (PSC), including all programs, services and operations, but not limited to: volunteer management, public education programming, and space management. The Associate, Peer Support Centre will also act as the main liaison between the USC and the Student Experience Department. They manage all logistical aspects of the center and work alongside other stakeholders in the program.

DUTIES AND RESPONSIBILITIES:

- Responsible for assisting in the recruitment, scheduling and day-to-day management of the Peer Support Centre volunteers.
- Responsible for designing and implementing promotional campaigns, which generate awareness on Peer Support Centre space usage policies, resources, programming, office hours and volunteer opportunities.
- Oversee the Food Support Service Coordinator and the service offering through the FSS program
- Organize events twice a semester and student “stress-relievers” in the Peer Support Centre.
- Develop and maintain content for the Peer Support Centre on the appropriate USC affiliated web pages.
- Uphold the USC’s commitments to Western University as outlined in the organization’s Memorandum of Understanding on Peer Support.
- Gather feedback from Western students and PSC volunteers to inform changes to PSC organizational policies, practices and procedures.
- Oversee and submit the Peer Support Centre operating budget to the Student Programs Officer every semester.
- Provide programming assistance and administrative support to any member of the USC who wishes to utilize the PSC programming space.
- Attend weekly meetings with the Student Programs Officer.
- Organize monthly discussion groups and workshops facilitated by community partners.
- Assist in the facilitation of volunteer initiated campaigns, programming and awareness campaigns. The volunteers should have an active role not only in assisting students that drop into the space, but additionally in providing programming and awareness to the greater campus community on a variety of topics that the Peer Support Centre Supervisor will help facilitate.
- Lead the Peer Support volunteer team and create opportunities for their involvement in the centre’s operations.
- Adhere to USC bylaws, policies and procedures.
- Complete a final report at the end of the winter academic term (April) in compliance with the USC’s Final Reports Procedure.

QUALIFICATIONS:

- All Associates must be an undergraduate student as defined by Western University during the school year they are in the Associate role.
- An Associate cannot be a USC Councillor during their term as an Associate.

KNOWLEDGE, SKILLS and ABILITIES:

- **General:** Although there is no requirement to have prior knowledge, background or experience with the Peer Support Centre, qualified candidates for this position will have a familiarity with the political and organizational structure of the PSC/USC and an understanding of its services and operations.
- **Interpersonal Communication:** The Peer Support Centre Supervisor position requires strong interpersonal communication skills, given the need to work concurrently with a number of project stakeholders. Able to provide constructive feedback to project stakeholders and communicate expectations effectively through written and oral mediums.
- **Project Management:** The Peer Support Centre Supervisor will act as project manager for all the projects incumbent upon the PSC Volunteers to accomplish. Strong organizational and time management skills are paramount to the success of these projects. The Peer Support Centre Supervisor should be flexible, able to critically assess and troubleshoot problems and demonstrate effective problem solving in the role.
- **Time Management:** The Peer Support Centre Supervisor should have the ability to successfully balance and manage the scope of responsibilities with competing external commitments, including academics.
- **Compassionate Demeanour:** The Peer Support Centre Supervisor should be open minded, supportive and empathetic.
- **Background Knowledge:** The Peer Support Centre Supervisor would ideally have an understanding and a willingness to learn about campus and community resources, and a have general understanding about student issues related to LGBTQ+, women's issues, mental health and addiction, cultural competency, etc.

TRAINING:

- The **Associate, Peer Support Centre** will be required to attend all USC-mandated training sessions for Associates, as determined by the Student Programs Officer and the USC Volunteer Services Department.
- The **Associate, Peer Support Centre** will be expected to attend a mandatory Health and Safety training seminar conducted at the beginning of their term.