



University Students' Council of the University of Western Ontario
Internal
ASSOCIATE VICE PRESIDENT PEER SUPPORT CENTRE

EFFECTIVE:
May 1, 2014

SUPERSEDES:

AUTHORITY: Executive

RATIFIED BY: Executive

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1.00 POSITION TITLE: ASSOCIATE VICE PRESIDENT PEER SUPPORT CENTRE

2.00 POSITION OVERVIEW:

- (1) Manage and maintain the USC Peer Support Centre (PSC), including all programs, services and operations, but not limited to: volunteer management, the peer phone line, public education programming, Purple Voices Project, etc.

3.00 PRIMARY RESPONSIBILITIES:

- (1) Responsible for the recruitment, selection, scheduling and day-to-day management of the Peer Support Centre volunteers.
- (2) Responsible for designing and implementing promotional campaigns, which generate awareness on Peer Support Centre space usage policies, resources, programming, peer phone line service, office hours and volunteer opportunities.
- (3) Organize monthly “open houses” and student “stress-relievers” in the Peer Support Centre.
- (4) Develop and maintain content for the Peer Support Centre webpage.
- (5) Schedule fixed weekly office hours in the Peer Support Centre.
- (6) Gather feedback from Western students and PSC volunteers to inform changes to PSC organizational policies, practices and procedures.
- (7) Oversee the Peer Support Centre operating budget.
- (8) Provide programming assistance and administrative support to the Associate Vice President Peer Support Network and Peer Support Network Coordinators, when required.
- (9) Attend weekly meetings with the Vice President Internal.
- (10) Organize monthly discussion groups and workshops facilitated by community partners.
- (11) Conduct monthly meetings with PSC volunteers.
- (12) Work with the PSC Volunteers to launch and maintain the Purple Voices project.



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- (13) Conduct PSC volunteer performance evaluations at the mid-point of each semester.
- (14) Adhere to USC bylaws, policies and procedures.
- (15) Complete an interim report at the end of the fall academic term (December) and a final report at the end of the winter academic term (April) in compliance with the USC's Final Reports Procedure.

4.00 QUALIFICATIONS:

- (1) Qualified candidates for this position must be an undergraduate student of Western University and will have aptitudes in the following areas:
 - a) *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.
 - b) *Interpersonal Communication:* The AVP Peer Support Centre 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.
 - c) *Project Management:* The AVP Peer Support Centre 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 AVP Peer Support Centre should be flexible, able to critically assess and troubleshoot problems and demonstrate effective problem solving in the role.
 - d) *Group Facilitation:* In supervising the PSC Volunteers, the AVP Peer Support Centre should have effective group facilitation skills to ensure a positive and productive experience for all members. Willing to utilize a diverse range of team member skills, recognizes how team members can serve to complement one another. Able to effectively facilitate team decision-making processes, especially when navigating collaborative creativity among team members. Fosters team culture that supports consensus building and the development of its members.
 - e) *Time Management:* The AVP Peer Support Centre should have the ability to successfully balance and manage the scope of responsibilities with competing external commitments, including academics.



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- f) *Basic Technical Skills:* The AVP Peer Support Centre should be proficient in Microsoft Word, Excel, Access, and PowerPoint. An understanding of Word Press is recommended but not required.
- g) *Compassionate Demeanour:* The AVP Peer Support Centre should be open minded, supportive and have an empathetic personality.
- h) *Background Knowledge:* The AVP Peer Support Centre 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 LGBT, Women's Issues, Mental Health, Addiction, etc.

5.00 TIME COMMITMENT:

- (1) Start date of June 1, 2014. End date of May 31, 2015.
- (2) **June to August:** Average of 2-5 hours per week. Flexible.
- (3) **August 18th – October 1st :** Incredibly busy, 15 hours a week.
- (4) **Oct 1st – November 30th –** 10-15 hours per week, flexible.
- (5) **First two weeks of December :** 2-5 hours a week.
- (6) **Exam Period :** 0 hours, unless intern wishes to work.
- (7) **January:** 15 hours per week.
- (8) **February – March 31st :** 10-15 hours, flexible.
- (9) **First two weeks of April:** 2-5 hours per week.
- (10) **Exam Period:** 0 hours, unless intern wishes.
- (11) **Last week of April – end of first week of May:** 5-8 hours, transition.

6.00 TRAINING/SUPPORT:

- (1) There will be a Health and Safety training seminar conducted at the beginning of the term of employment. This seminar is mandatory as all members of the USC must attend.
- (2) There will be an Orientation Day conducted in August to familiarize the Intern with the USC operations, fellow interns and staff.



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- (3) Throughout their term, the AVP Peer Support Centre will have the opportunity to strengthen their leadership, critical thinking, project management, and communication skills through professional development workshops and experiential learning facilitating by the Volunteer Services Department.
 - a. Specific professional development workshops will include: Conflict Resolution, Mental Health First Aid and 'Triage' Disclosure training.

7.00 LEARNING OUTCOMES:

- (1) Plan, implement, monitor and evaluate projects by applying principles of project management.
- (2) Learn how to develop effective group facilitation skills in addition to becoming more proficient in supervising and managing volunteers.
- (3) Demonstrate an understanding of and act in the mediating role of the professional communicator between the organization and students.

8.00 COMMUNITY IMPACT:

- (1) This role will support the Vice President Internal to be effective and efficient. This in turn, will benefit the Western community and undergraduate students.
- (2) AVP PSC will ensure that student support programming, which reflects students' needs and best interest, is always a priority. They will ensure consistency of centre services. They shall strive to support and create experiential learning opportunities for students.

9.00 EVALUATION:

- a) Associate Vice Presidents will participate actively with their supervisors in conducting formative and summative performance assessments.
 - i. *Formative Assessment:* The VP Internal will maintain an ongoing and open dialogue of informal feedback with the AVP Peer Support Centre. This informal process of feedback will be completed on-the-job and will aid in identifying learning needs for successful task completion. This will allow for instructional guidance in learning a new skill and being able to execute assigned tasks and projects successfully. This type of feedback goes both ways so as to allow the AVP Peer Support Centre to obtain a meaningful experience while also informing the VP Internal about specific learning and development goals they hope to achieve.



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- ii. *Summative Assessment:* There will be three formal feedback surveys conducted throughout the AVP Peer Support Centre's tenure with the USC. These surveys are to provide the Intern with the ability to articulate their experiences so far and to evaluate their program to identify any learning opportunities they would like to participate in. The second aspect of the summative assessment is formally conducted by the VP Internal to evaluate all strengths, any necessary improvements and communicate future projects with the AVP Peer Support Centre. This collaborative assessment will allow for both to communicate how the experience has been so far and to evaluate the overall job performance.

10.00 SUPERVISION:

- (1) The Associate Vice-President Peer Support Centre reports directly to the Vice-President Internal.
- (2) Secondary support for the AVP Peer Support Centre will be provided by the Volunteer Services and Human Resources Departments.
- (3) Tertiary Support will be provided by the Associate Vice President Peer Support Network.