



University Students' Council of the University of Western Ontario
Position Description
PEER SUPPORT CENTRE COORDINATOR

EFFECTIVE: February 20, 2015
May 1, 2014

AUTHORITY: Executive

RATIFIED BY: Executive

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1.00 POSITION TITLE: PEER SUPPORT CENTRE COORDINATOR

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, public education programming, space management 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, 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 on the appropriate USC affiliated web pages.
- (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 and submit the Peer Support Centre operating budget to the Vice President Internal monthly.
- (8) Provide programming assistance and administrative support to any member of the USC who wishes to utilize the PSC programming space.
- (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) 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 programing and awareness to the greater campus community on a variety of topics that the Peer Support Centre Coordinator will help facilitate.
- (13) Conduct PSC volunteer performance evaluations at the mid-point of each semester.
- (14) Conduct one research project throughout the year that addresses an issue or area of improvement that is of interest to the Coordinator that will provide student feedback and professional research to the USC within the Coordinators relevant area. Upon completion, the Coordinator will both use the acquired research to advocate to relevant parties on behalf of student interests as well as provide a research summary and brief to the Vice President Internal.
 - i. This research project will consist of a combination of both issue identification and policy research.
 - ii. Issue identification can be described as primary or secondary research conducted to better understand what students are currently discussing.
- (15) Policy research is the process of gathering information about a topic identified during the issue identification process to advance student interest in this area.
- (16) Adhere to USC bylaws, policies and procedures.
- (17) 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 Peer Support Centre Coordinator 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.



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- c) *Project Management:* The Peer Support Centre Coordinator 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 Coordinator 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 Peer Support Centre Coordinator 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 Peer Support Centre Coordinator should have the ability to successfully balance and manage the scope of responsibilities with competing external commitments, including academics.
- f) *Basic Technical Skills:* The Peer Support Centre Coordinator should be proficient in Microsoft Word, Excel, Access, and PowerPoint. An understanding of Word Press is recommended but not required.
- g) *Compassionate Demeanour:* The Peer Support Centre Coordinator should be open minded, supportive and have an empathetic personality.
- h) *Background Knowledge:* The Peer Support Centre Coordinator 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, 10 hours a week.
- (4) **Oct 1st – November 30th –** 7-10 hours per week, flexible.
- (5) **First two weeks of December :** 2-5 hours a week.
- (6) **Exam Period :** 0 hours, unless coordinator wishes to work.
- (7) **January:** 10 hours per week.



- (8) **February – March 31st** : 7-10 hours, flexible.
- (9) **First two weeks of April**: 2-5 hours per week.
- (10) **Exam Period**: 0 hours, unless coordinator wishes.
- (11) **Last week of April – end of first week of May**: 3-5 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.
- (3) Throughout their term, the Peer Support Centre Coordinator 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 Resources Department.
 - a. Specific professional development workshops will include: Conflict Resolution, Mental Health First Aid and 'Triage' Disclosure training.
- (4) The Peer Support Centre Coordinator will be provided advocacy training facilitated by the USC Government Services Branch.

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) The Peer Support Centre Coordinator 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) The Peer Support Centre Coordinator will participate actively with their supervisors in conducting formative and summative performance assessments.
 - i. Formative Assessment is an ongoing process of dialogue and informal feedback in which Supervisors and volunteers determine their level of satisfaction in the position and identify further learning needs for successful job completion.
 - ii. A summative assessment is conducted at the end of a volunteer's term in order to qualify their volunteer experience, identify individual learning outcomes, and evaluate overall job performance. Two forms of summative assessment will be conducted: Supervisory Assessment and Self-Assessment.

10.00 COMPENSATION

- a) The Peer Support Centre Coordinator shall receive two honourarium payments of \$500.00 as compensation for their work.
- b) In order to receive the first honourarium payment, the Peer Support Centre Coordinator must:
 - i. Remain within the position until January 1st in the relevant academic year;
 - ii. Submit an interim report to the primary supervisor by the end of the fall term; and,
 - iii. Receive written notice of approval of the interim report, in terms of meeting content and format requirements under the Final Report Procedure, by the primary supervisor.
- c) In order to receive the second honourarium payment, the Peer Support Centre Coordinator must:
 - i. Remain within the position until April 30th in the relevant academic year;
 - ii. Submit an final report to the primary supervisor by the end of the fall term; and,
 - iii. Receive written notice of approval of the final report, in terms of meeting content and format requirements under the Final Report Procedure, by the primary supervisor.



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11.00 SUPERVISION:

- a) Primary supervision: Vice-President Internal
- b) Secondary support: Coordinator, Volunteer Resources and Manager, Volunteer Resources