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

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| **EFFECTIVE:** | 01/01/2017 | 01/01/2016 |
| **AUTHORITY:** Executive | **RATIFIED BY:** | Executive |

**1.00    POSITION TITLE: PEER SUPPORT CENTRE SUPERVISOR**

**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, and space management.

**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) Uphold the USC's commitments to Western University as outlined in the organization's Memorandum of Understanding on Peer Support.

(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 Student Programs Officer 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 Student Programs Officer.

(10) Organize monthly discussion groups and workshops facilitated by community partners.

(11) Conduct monthly meetings with PSC volunteers.

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(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 Supervisor will help facilitate.

(13) Conduct PSC volunteer performance evaluations at the mid-point of each semester.

(14) Adhere to USC bylaws, policies and procedures.

(15) Complete 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 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.

   c)  *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.

   d)  *Group Facilitation*: In supervising the PSC Volunteers, the Peer Support Centre Supervisor 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.

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e) *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.

f) *Basic Technical Skills*: The Peer Support Centre Supervisor should be proficient in Microsoft Word, Excel, Access, and PowerPoint.

g) *Compassionate Demeanour*: The Peer Support Centre Supervisor should be open minded, supportive and empathetic.

h) *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.

**5.00    TIME COMMITMENT:**

(1) The time commitment required is up to 15 hours per week commencing on May 1st, 2017 until May 31st, 2018.

(2)  Evenings and weekends as required.

**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 as stipulated in their employment contract.

(2) There will be an Orientation Day conducted in August to familiarize the Supervisor with the USC operations, fellow Interns, Associates and Staff.

(3) Participate in the Peer Programs SafeTALK training, as well as Applied Suicide Intervention Skills Training.

(4) The Supervisor will be provided advocacy training facilitated by the USC Government Services Branch.

(5) Throughout their term, the Peer Support Centre Supervisor 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 Human Resources Department.
   a.  Specific professional development workshops will include: Conflict Resolution and Mental Health First Aid.

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**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 Student Programs Officer by overseeing the day-to-day operations of the Peer Support Centre. This in turn, will benefit the Western community and undergraduate students.

(2) The Peer Support Centre Supervisor will ensure that student support programming, which reflects students' needs and best interest, is always a top 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 Supervisor 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 the Supervisor determine their level of satisfaction in the position and identify further learning needs for successful job completion.

    ii.  A *Summative Assessment* is conducted throughout the Supervisor's term in order to qualify their 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  SUPERVISION:**

a) Primary supervision: Associate Peer Programs.

b) Secondary Support: Student Programs Officer, and Coordinator, Human Resources.