



## **Peer Listener Peer Helper Position Description Fall 2024**

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|-----------------------------|-------------------------------------|
| <b>Position Title:</b>      | <b>Peer Listener</b>                |
| <b>Department:</b>          | <b>Student Wellness Services</b>    |
| <b>Term:</b>                | <b>Fall 2024</b>                    |
| <b>Hours:</b>               | <b>10 hours per month</b>           |
| <b>Length of Position:</b>  | <b>September 3-December 6, 2024</b> |
| <b>Number of Positions:</b> | <b>10</b>                           |

*This is a competitive student leadership volunteer opportunity open to all University of Calgary students.*

### **POSITION DESCRIPTION**

Peer Listeners provide supportive listening to students wanting to connect with other students or who are seeking support for personal/academic concerns. Peer Listeners utilize empathy, active listening skills, and shared experience as post-secondary students to provide emotional support to students experiencing stressors or mental health challenges. Peer Listeners work in pairs out of Student Wellness Services to allow for small group or one-on-one connections with students on a drop-in basis. In addition, Peer Listeners will also be part of working groups with other team members to plan activities and initiatives that promote the program and build community among students and the Peer Listening Team.

### **TASKS AND RESPONSIBILITIES**

- Run weekly, drop-in peer listening hours out of Student Wellness Services. Provide a welcoming and non-judgmental space for students. Having supportive conversations with students seeking to connect or in need of emotional support.
- Provide information and resources to peers in need of further support.
- Promote Student Wellness Services and other peer support options on campus as well as provide other campus and community referrals as necessary.
- Peer listeners may at times be requested by other university-affiliated groups to provide emotional support at events.
- There are opportunities to participate in additional volunteer opportunities during the term, including outreach and program promotion activities, peer support events, and community building
- Other duties as assigned.

**\*Important Note\*** Peer Listeners provide supportive listening and help students work through their problems. They do not provide formal counselling. All students will receive training on how to properly refer peers who are seeking help or advice.

## COMMITMENT

The time commitment of this position is on average **2 hours per week**. Further opportunities for extra hours will be available. Peer listening runs from 1 - 4 p.m. on weekdays and does not run over Fall break (November 11-15) or during the final exam period. Peer Listening shifts for Fall 2024 will start September 23 and end on December 6, 2024.

- In addition to a minimum of 10 hours of volunteering per month, attendance at the following meetings and training is required. Training is mandatory, and volunteers are encouraged to attend all meetings as they provide an opportunity for important updates, professional development, and team connection. If a volunteer has a schedule conflict for any of the meeting times, we ask they inform the volunteer coordinators as soon as they are aware.
  - Attend **Peer Support Training** on Thursday, September 12<sup>th</sup> from 5:00pm-8:00pm
  - Complete a suicide intervention training (LivingWorks Start, QPR, or ASIST)
  - Attend a Responding to Disclosures of Sexual & Gender Based Violence Training
  - Attend **three team meetings per semester** in-person
    - Fall Meeting #1: Tuesday September 17<sup>th</sup> from 5:30pm-7:00pm
    - Fall Meeting #2: Wednesday October 16<sup>th</sup> from 5:30pm-7:00pm
    - Fall Meeting #3: Thursday November 28<sup>th</sup> from 5:30pm-7:00pm
- Participating in debrief conversations with volunteer coordinators as needed
- Log volunteer hours on MyImpactPage
- Complete **Volunteer Occupational Health & Safety Orientation (mandatory for everyone before volunteering)** Under the new *OHS Act, Regulations and Code*, all volunteers at the UCalgary are required to complete this orientation only one time for any volunteer activities on campus.
- A commitment for the entire semester is necessary

## QUALIFICATIONS

- Applicants must have a minimum 2 years of experience as a post-secondary student
- Demonstrated professionalism, maturity, and good judgement
- Excellent active listening and communication skills
- Comfort in approaching and connecting with other students around personal concerns;
- Lived experience with mental health challenges & willingness to share this experience would be considered an asset
- Respect for diversity in its broadest sense, including gender identity, sexual orientation, ethnicity, race, faith, age, and ability
- Good familiarity with the University of Calgary community (i.e. student services, academic integrity policies, etc.)
- As the Peer Helper Program is meant to enhance the student experience and supplement academic learning, all Peer Helpers must demonstrate their ability to balance their academics with their extracurricular commitments
- In good academic standing
- Registered in courses in good conduct standing for non-academic misconduct at the University of Calgary

- **Ability to make a full commitment as a Peer Listener**

#### **BENEFITS**

- Enhance and strengthen your holistic experience on campus by developing a sense of belonging
- Meet new people, make new friends and develop professional contacts as part of an amazing community
- Develop your leadership and interpersonal skills through valuable training and experience
- Improve your knowledge of mental health and wellbeing on campus and in the larger community
- Develop a passion for helping others and getting involved

#### **EMPLOYABILITY SKILLS**

- **Communication Skills:** Meet other students and build connections; listen and ask questions to understand and appreciate the points of view of others. Attend trainings in active listening and helping skills.
- **Personal Management Skills:** Drive your personal growth; Develop responsibility through accountability for your actions, and being socially responsible and contributing to your community. Deal with people, problems, and situations with honesty, integrity, and personal ethics.
- **Thinking and Problem Solving Skills:** Assess situations and work with students to identify problems. Be creative and innovative in exploring possible solutions.

As a University of Calgary Peer Helper, you will also have the opportunity to work within a collaborative team environment, expand your network of students, faculty, and staff and have access to specific career development opportunities provided through the Peer Helper Program.

## **PEER HELPER PROFESSIONAL DEVELOPMENT**

The [Peer Helper Program](#) at the University of Calgary is made up of over 300 students every year, who are involved in 19 different on-campus offices. Part of being a Peer Helper involves ongoing professional development.

## **CONDUCT STATEMENT**

This position requires students to be in good conduct standing for non-academic misconduct. Students who are not in good conduct standing have an active sanction of “*Probation for Non-Academic Misconduct*” that has been assigned through formal conduct proceedings per the Non-Academic Misconduct Policy. Students are informed in writing of the sanction by the Student Conduct Office. *Note:* Involvement in the Non-Academic Misconduct process does not automatically mean a student is not in good conduct standing; this applies only to those students who have been assigned the sanction of Probation for Non-Academic Misconduct. If you have been found responsible of a violation of the Non-Academic Misconduct Policy and you are unsure if you have received this sanction, please contact [conduct@ucalgary.ca](mailto:conduct@ucalgary.ca). Please note that in submitting your application, you are verifying that you are in good conduct standing and consent to this being verified by the Student Conduct Office. Note that details of non-academic misconduct cases are not shared through this process.

## **APPLICATION PROCESS**

### **For new peer helpers:**

To apply, please submit an online peer helper application form from [this link](#) by **April 25th at 12:00pm**. Selected candidates will be invited for a Zoom interview.

### **For returning peer helpers:**

If you have been accepted and volunteered as a Peer Listener in the past and want to return as a peer listener, please send an email to [communityhub@ucalgary.ca](mailto:communityhub@ucalgary.ca) and request a link for the Peer Listener Returning Peer Helper Confirmation form.

## **ABOUT THE STUDENT WELLNESS SERVICES**

The [Student Wellness Services](#) provides integrated and expanded health, health promotion, and wellness services to the University of Calgary community and its surrounding area. The population served includes approximately 40,000 students, staff, and external clients. Student Wellness Services provides and supports the physical and mental well-being of its clients within a supportive and inter-professionally collaborative model.