Job Description – Peer Support

**Position Title:** Peer Support (PS)

**Department:** Wellness and Recreation; Residence Life and Programming

**Number of Positions:** Up to 5

**Posting Date:** January 17, 2022

**Closing Date:** February 7, 2022

**Term of Position:** August 22, 2022 – May 1, 2023

**Remuneration:** $385/month, paid in equal instalments bimonthly, plus $75 per semester for general expenses, plus a room in residence as a taxable benefit. Note: Employees who work during the holiday period (the two weeks in Dec/Jan when the rest of the university is closed) will be paid an hourly wage of $18/hr.

**Job Reports to:** Residence Life Coordinator (RLC)

**Purpose of a Peer Support**

The role of the Peer Support (PS) is to build community and uphold safety in residence. They will support upper year residents by offering peer guidance, help with conflict resolution, uphold the Residence Code of Conduct, report facilities-related issues, and respond to emergencies as needed. As live-in staff, PSs should have strong organizational, interpersonal, and problem-solving skills, as well as integrity and flexibility. They may respond to highly sensitive situations therefore, a respect for confidentiality and good stress management skills are essential.

**Time Commitment and Training**

- 540 hours based on 36 weeks academic year
- An average of 15 hours/week, including early mornings, evenings, weekends and holiday periods.
- Mandatory training sessions in person and virtually, offered throughout employment
  - August Training: August 22 – August 28 (40 hours) and August 29 – September 4 (40 hours)
  - Ongoing Training – One (1) two-hour ongoing training commitment once a month

**Safety and Security**

- PSs must know and follow the Residence Life Code of Ethics for Student Staff, the Residence Agreement, and the Code of Conduct and Disciplinary Procedure.
- PSs must maintain an awareness of routine and emergency procedures essential to the safety and security of residents (i.e. fire alarms, medical emergencies, fire evacuation procedures), uphold the Residence Agreement and the Code of Conduct & Disciplinary Procedure, and conduct inspections by monitoring common areas (kitchens, washrooms, lounges, etc) and reporting any issues via the online reporting system, Maximo.

**Community Development and Student Interactions**

- Developing Communities and interacting with residents by spending a sufficient amount of time to become acquainted with every resident in their community as an individual and be available to residents for formal and informal support.
• PSs are responsible for facilitating community meetings with their assigned residents each month.
• PSs are responsible for the oversight of Social Clubs, including communicating with members, assisting in peer-led events as well as coordinating one club event each month.

Administrative Duties
• Peer Supports are responsible for a number of administrative tasks which are outlined below:
  o Conducting “Blitzes” and inspections at the beginning of each semester.
  o Distributing Welcome Kits
  o Using the software system eRezLife to document significant observations and interactions with residents.
  o Checking their eRezLife account for bulletins and reports daily (unless on requested time off)
  o Checking their work e-mails daily (unless on requested time off) to correspond with residents, the Residence Life Team and the administrative staff
  o Managing any social media accounts (i.e. floor Facebook pages) on a daily basis (unless on requested time off)
  o Participating in performance appraisal processes in an honest and constructive manner.

Meetings
• Peer Supports must attend and actively participate in meetings.

Office Hours and Presence within Residence
• The Peer Support will host 4 weekly office hours, rotating between the Upper Year buildings/offices to offer support between 7 p.m. and 9 p.m. When conducting Office Hours, the Peer Support is expected to remain in their designated area of coverage, and to refrain from consuming alcohol 12 hours prior to the start of a shift and throughout the duration of a shift.
• The Peer Support will be present within their own residence during Move in Week and Welcome Week and any other “busy night” in order to meet the needs of the service, as determined by the Coordinator and Management team. The Peer Support will be present and available within their building on either Halloween or St-Patrick’s Day to offer alternative programming.
• The Peer Support is expected to conduct a regular weekly walkabout to check every floor and every common area, including bathrooms and stairwells. The weekly walkabout of the building is not to be done by Peer Support together, similar to office hours, a balanced schedule will be established with the Peer Support at the beginning of each semester. Peer Supports should socialize with any students they encounter and report any facilities related issues they identify.

Programming Requirements
• Peer Supports are required to complete a number of requirements each month to meet a variety of programming needs.

Essential Qualifications
• Previous experience as a Community Advisor
• Full-time uOttawa student with minimum 5.0 GPA
• Bilingualism (French and English)
• Valid Standard First Aid and CPR-C/AED Certification delivered by a recognized certification body in Canada and approved by WSIB in Ontario.
• Criminal Background Check within the last 2 years
• Skilled in the use of all Microsoft Office software and other communication platforms

Job Competencies
• Excellent interpersonal and communications skills to connect with others on a peer-to-peer level
• Excellent problem solving and decision-making skills
• Ability to manage time effectively and meet deadlines
• Ability to collaborate with others as well as work independently
• Ability to facilitate large and small scale events and meetings
• Creativity and initiative for community programming
• Strong organizational abilities and attention to detail
• High tolerance for stress and ability to self-regulate
• Capacity to assist in managing crisis situations of a physical, emotional, academic, and environmental nature
• Ability to self-evaluate and be receptive to feedback
• Skilled in objective documentation and reporting (an asset)
• Knowledge of the University of Ottawa campus and surrounding vicinity (an asset)
• Knowledge of the Residence Code of Conduct and University of Ottawa policies (an asset)

Key competencies required at the University of Ottawa:
Planning: Organize in time a series of actions or events in order to achieve an objective or a project. Plan and organize own work and priorities in regular daily activities.
Initiative: Demonstrate creativity and initiative to suggest improvements and encourage positive results. Be proactive and self-starting. Show availability and willingness to go above and beyond expectations whenever possible.
Service Excellence: Reflect a positive attitude, demonstrate competence and professionalism, treat members of the community with respect, exercise care, devote full attention and find solutions. (Visit the section "Useful links" on the home page to read the detailed definition).
Teamwork and cooperation: Cooperate and work well with other members of the team to reach a common goal. Accept and give constructive feedback. Adjust own behaviour to reach team goals.