

Job Description – Summer Peer Support

Position Title: Summer Peer Support (SPS)

Department: Student Health, Wellness and Support

Number of Positions: Up to 5

Posting Date: December 15, 2023

Closing Date: January 31, 2024

Term of Position: May 2, 2024 –August 16, 2024

Remuneration: \$385/month, paid in equal installments bi-monthly, plus \$75 for the summer for general expenses, plus a room in residence as a taxable benefit.

Job Reports to: Residence Life Coordinator (RLC)

Purpose of a Summer Peer Support

This is a live in position and requires the individual to be on campus to attend on-site training, meetings and provide in person support to students living in a University Residence environment. The role of the Summer Peer Support (SPS) is to build community and uphold safety in residence. They will support students living in residence over the summer 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, SPSs 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

- 225 hours based on 15 weeks over the summer
- An average of 15 hours/week, including early mornings, evenings, weekends and holiday periods
- Mandatory training sessions in person and virtually, offered throughout employment

Safety and Security

- SPSs must know and follow the Residence Life Code of Ethics for Student Staff, the Residence Agreement, and the Code of Conduct and Disciplinary Procedure.
- SPSs 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, ARCHIBUS.

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 and to facilitate mediations
- SPSs are responsible for the oversight of residence wide initiatives as well as assisting in peers and professional staff led events.
- SPSs will conduct one individual with their residents over the course of the term.

Administrative Duties

- Summer Peer Supports are responsible for a number of administrative tasks which are outlined below:
 - Using the software system eRezLife to document significant observations and interactions with residents.
 - Checking their eRezLife account for bulletins and reports daily (unless on requested time off)
 - Checking their work e-mails and Microsoft Teams daily (unless on requested time off) to correspond with residents, the Residence Life Team and the administrative staff
 - Managing any social media accounts (i.e. floor Facebook pages) on a daily basis (unless on requested time off)
 - Assist assignments and facilities as needed
 - The Peer Support may be asked to perform any duties to support Residence Life and Housing Service with their summer operation, which may include summer programming as assigned by the Residence Life Coordinator.
 - Participating in performance appraisal processes in an honest and constructive manner.

Meetings

- Summer Peer Supports must attend and actively participate in meetings.
- **Community development** The Summer Peer Support will host at least one (1) two hour weekly community drop-in session , rotating between the Upper Year buildings/offices to offer support. The Summer Peer Support will be present within their own residence on Canada Day or other “busy nights” in order to meet the needs of the service, as determined by the Coordinator and Management team.

Programming Requirements

- Summer 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 common goal. Accept and give constructive feedback. Adjust own behaviour to reach team goals.