

JOB DESCRIPTION

PEER SUPPORT CENTRE OPERATIONS OFFICER – UVSS BOARD OF DIRECTORS

UNIVERSITY OF VICTORIA STUDENTS' SOCIETY

FUNCTION:

1. The Peer Support Centre Officer assists in the daily operation of the UVSS Peer Support Center.

ORGANIZATIONAL RELATIONSHIP:

1. Reports and is responsible to the Board of Directors through the Research and Communications Manager, but under the overall authority of the Executive Director.

ORGANIZATIONAL BACKGROUND:

1. Founded in 1964, the University of Victoria Students' Society (UVSS) is an incorporated membership based non-profit that is autonomous from the University and provides advocacy, services and events to all undergraduate students at UVic.
2. Established in 2018, the Peer Support Center provides UVic students with access to informal mental well-being peer support and referrals.

DUTIES:

1. Assist in the coordination of Peer Support Centre (PSC) volunteers by creating and maintaining the volunteer schedule to ensure all operational hours are staffed, proactively addressing staffing needs, and tracking volunteer hours.
2. Maintain a safer and welcoming community space.
3. Ensure that volunteers are aware of and uphold PSC guidelines, safer spaces policy, and all other relevant policies and procedures.
4. Ensure that users are familiar with the PSC's purpose, guidelines, relevant policy, hours of operation, and available resources.
5. Assist the Research and Communications Manager in promoting the PSC and its programming and events for students.
6. Build and maintain community partnerships, in collaboration with the UVSS Board of Directors.
7. Assist in monitoring the PSC budget and reporting expenditures.
8. Track and maintain statistics of ongoing student usage and support and resource requests.
9. Collaborate on initiatives related to student mental well-being and advocate for improved mental health and counselling services on campus.
10. Assist the Research and Communications Manager to produce a final report on PSC usage, trends, and recommendations for the year.
11. Assist the Research and Communications Manager in supervising PSC UVic Work Study position(s).
12. Report any issues or unusual occurrences to the Research and Communications Manager.
13. Other related duties as assigned by the Research and Communications Manager and/or Executive Director.

QUALIFICATIONS:

Required:

1. Must be an active member in good standing of the University of Victoria Students' Society, as defined by UVSS bylaws.
2. Minimum 6 months' experience supervising volunteers.

3. Demonstrated understanding of the mental health issues students face and relevant resources and/or services.
4. Demonstrated basic understanding of budgeting and monitoring costs.
5. Demonstrated experience with Microsoft Office, Google applications (e.g. Drive, Docs, Sheets), and other related office software.
6. Demonstrated event and/or programming coordination experience.
7. Demonstrated understanding of creating safer spaces.
8. Demonstrated ability to work independently with little supervision as well as contribute positively in a team environment.
9. Excellent written and verbal communication skills.
10. Must be punctual and reliable.

Preferred:

1. Demonstrated experience in customer service.
2. Demonstrated experience maintaining organizational social media accounts.
3. Ability to build and maintain relationships with diverse stakeholders and community partners.
4. Experience working or volunteering at a peer support or similar charity/non-profit organization.
5. Experience managing supplies and resources.
6. Experience in project initiation, planning, and evaluation.
7. Experience working with individuals in crisis.
8. Knowledge of on-campus resources and services.

This is a student job and is a unionized position with the United Steelworkers. The University of Victoria Students' Society is an equal opportunity employer.