



International Student Services Peer Helper

Position Title:	International Student Peer Helper
Department:	International Student Services
Term:	Fall 2021
Number of Positions:	8-10
Hours:	3 hours per week (approximately)
Length of Position:	Sept. 2021 – Dec. 2021 (with possibility of renewal in W22 semester)

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

POSITION DESCRIPTION

International Student Services Peer Helper volunteers are the first point-of-contact for students who enter the International Student Services office. Peer helpers offer peer advising to international students by answering questions and connecting students to the appropriate resources on and off-campus. Peer Helper volunteers also play an important role in the success of our ongoing programs and events by supporting Program Assistants in the development and implementation of these events.

TASKS AND RESPONSIBILITIES:

This position involves a weekly three hour shift at the office front desk, providing peer support and referrals for students, as well as supporting various activities including:

- Assisting international students in finding and accessing appropriate campus resources, referring them to advisors when necessary
- Acting as a friendly and welcoming first point of contact for people walking into the office
- Encouraging participation in [International Student Programs](#)
- Providing a culturally responsive approach when helping students from various backgrounds
- Other duties as assigned

LOCATION:

- This position will sit at the ISS front desk in MSC 275. As an ISS Peer Helper, you will be required to follow current UCalgary safety guidelines. Familiarize yourself with them [here](#)
- The front desk is separated from visitors to the space by safety plexiglass
- Each member of the Fall 2021 ISS peer helper cohort is responsible for sanitizing the front desk work space before and after their shift with disinfectant wipes available in the office
- Please note that as the COVID-19 situation on campus continues to evolve, there may be future changes that impact this position. Flexibility and adaptability will be required in this role

BENEFITS:

- Receive training on topics such as: intercultural capacity building; Canadian workplace culture, how to work with diverse populations, career development, and more
- Learn and utilize key skills including: cross-cultural communication, professionalism, leadership, critical thinking, and problem-solving
- Have a meaningful and positive impact on the university experience of international students
- Join a team of diverse staff and students at the University of Calgary while gaining valuable professional experience
- Credit on your [Co-Curricular Record](#)

COMMITMENT:

The time commitment of this position is on average 3 hours per week. Your hourly commitments include:

- A weekly three-hour shift at the front desk
- Attend a mandatory on-boarding session prior to starting your role as a Peer Helper
- Attend a monthly professional development workshop for ISS Peer Helpers. Topics include: intercultural capacity building, cross-cultural communication skills, conflict management, career development, and more

QUALIFICATIONS:

- Able to work productively in a team. Demonstrated professionalism, maturity and good judgment;
- Excellent oral and written communication skills;
- Proficiency in Microsoft Word, Excel and PowerPoint
- Have experience working with student groups.
- 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, and must be in good academic standing
- All Peer Helpers must also be in good standing with the Office of Student Conduct

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. 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.

Applications can be completed online [here](#).

If you have any questions about this position, please email iss@ucalgary.ca

Application deadline is Monday, September 6 at 11:59PM