# Student Wellness Services Peer Listener
## Position Description

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Student Wellness Services Peer Listener</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Student Wellness Services</td>
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<tr>
<td>Term:</td>
<td>Fall 2020/Winter 2021</td>
</tr>
<tr>
<td>Number of Positions:</td>
<td>8</td>
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<tr>
<td>Hours:</td>
<td>Minimum of 2hrs/week</td>
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<tr>
<td>Length of Position:</td>
<td>September 2020 – April 2021</td>
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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 through Wellness Services 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 mental health challenges. Peer listeners work in pairs out of the Wellness Centre to allow for small group or one-on-one connections with students on a drop-in basis.

**TASKS AND RESPONSIBILITIES:**

- Run drop-in peer listening hours out of the Wellness Centre. 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.
- Promoting Wellness Services and other peer support options on campus as well as providing 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.
- Other duties as assigned.

**BENEFITS:**

- Direct, frontline experience in mental health support, crisis intervention, and active listening.
- Training in suicide intervention, mental health literacy, and helping skills.
- Connections to working mental health professionals who can provide debriefing, support and references.
- Working as part of a collaborative team to support the mental health of our greater campus community.
- Credit on the Co-Curricular Record
- Become part of the Peer Helper community throughout offices across campus
- Valuable leadership training opportunities provided to all UCalgary Peer Helpers
• StrengthsQuest Assessment code to identify your “Top 5 Themes of Talent”

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 2-4pm on weekdays, and does not run over Reading Week or during exam break.
Additional time commitments include:
• Attendance at mandatory suicide intervention training.
• 2+ hours of professional development each semester.
• 1 hour of distributing marketing materials around campus.
• Participating in a mid-semester check in with the program coordinator.

QUALIFICATIONS:
• Applicants must have a minimum 2 years of experience as a post-secondary student;
• 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.
• 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 be in good standing with the Office of Student Conduct

EMPLOYABILITY SKILLS:
As a result of volunteering in this role, students can expect to develop their employability skills in the following focus areas, as outlined by the Conference Board of Canada’s 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 identity 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 PROGRAM:
The Peer Helper Program engages 300 students every year through 17 different on-campus offices. A key part of being a Peer Helper is having the opportunity to develop your employability skills and experiences, and then translate those experiences into strong interview stories. Launched in 2019-2020, the Peer Helper Professional Development (PHPD) Program helps Peer Helpers meet these goals. In 2020-2021, all Peer Helpers program wide will be required to attend two PHPD workshops (in-person or online) and the 2021 UCalgary Student Leadership Conference in February 2021.
APPLICATION PROCESS
To apply, please submit an online Peer Helper application form available on the Better Impact at the following link: https://app.betterimpact.com/PublicOrganization/776961b3-0185-4a68-94b1-f67f72e26084/1. The applications will close March 27, 2020. Candidates selected for an interview will be contacted after this date with interviews to be held in early April.