Peer Roamer Peer Helper  
Position Description

Position Title: Peer Roamer Peer Helper  
Department: Libraries and Cultural Resources  
Term: Fall 2019/Winter 2020  
Number of Positions: 15  
Hours: 4 hours/week  
Length of Position: September 2019 – April 2020

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

POSITION DESCRIPTION
Peer Roamers provide peer academic support, including basic library skills, writing skills, citation formatting, and navigating the library and various U of C services. Peer Roamers create an academically-focused community of student support within various study spaces in the Taylor Family Digital Library.

TASKS AND RESPONSIBILITIES:
- Collaborate with LCR staff and other Peer Roamers to provide support, resources and expert referral to students in need of help throughout TFDL
- Help students navigate the online and in-person resources available through the TFDL including navigating the library and Student Success Centre website
- Inform visitors of the resources the TFDL has to offer
- Attend Fall Peer Helper Orientation and Training as well as departmental training as required
- Solve straightforward problems while referring advanced problems to the appropriate expert or specialist
- Maintain shift logs and other records regarding the nature and volume of support provided each shift
- Collaborate with Peer Roamer team to develop future student resources or Peer Roamer training materials
- Other duties as assigned

BENEFITS:
- Increase your knowledge of services offered to students in the Taylor Family Digital Library
- Become familiar with various citation styles
- Learn to provide basic writing help and referral to the Student Success Centre programs
- Gain communication, leadership and interpersonal skills
- Be immersed within a diverse group of staff at the University of Calgary while gaining valuable experience and building upon your co-curricular record
- Be identifiable and part of a team by wearing a Peer Roamer T-shirt
- Increase your knowledge of on-campus student involvement opportunities
• Gain first-hand knowledge of workshops, workspaces, workstations, and technology available on campus
• Work within a collaborative team environment while expanding your network of students, faculty, and staff
• Credit on the Co-Curricular Record on your University of Calgary transcript
• Become part of the Peer Helper community throughout offices across campus
• Valuable leadership training opportunities provided to all UCalgary Peer Helpers

EMPLOYABILITY SKILLS:
• Communication Skills: Gain public speaking, presentation and group facilitation skills;
• Teamwork Skills: Develop skills in understanding group dynamics, engaging in dialogue with others who approach learning, work and world issues differently, and event/project management; and
• Personal Management Skills: Learn how your strengths help you succeed, and how to be adaptable in different settings. You will also have the opportunity to work on learning goals in this position using the SMART model.
• 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.

COMMITMENT:
The time commitment of this position is on average 4 hours per week. Students who volunteer will be asked to work regularly scheduled shifts from late morning to early evening, Monday to Friday. Peer Roamers will be expected to commit to working regular weekly shifts. Peer Roamers will attend regular meetings as appropriate featuring personal and professional development opportunities. Applicants must be available for training with TFDL Learning Commons staff at the end of August.

PEER HELPER PROFESSIONAL DEVELOPMENT:
The Peer Helper Program is made up of over 300 students every year, who are involved in 19 different on-campus offices. Part of being a Peer Helper involves ongoing professional development.

QUALIFICATIONS:
• Interest in academic learning support skills as well as connecting students with resources available to them on campus
• Demonstrated professionalism, maturity, and good judgment
• Familiarity with the University of Calgary community (e.g. student services, academic integrity policies, etc.)
• Able to work collaboratively and independently in a team environment
• Excellent oral and written communication skills
• Comfortable with approaching and connecting with other students
• Proficiency in Microsoft Word, Excel and PowerPoint; and an openness to learn/access other computer programs and technology/social media tools when required
• 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 be in good standing with the Office of Student Conduct
CONDUCT STATEMENT
This position requires students to be in good academic conduct. 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.

APPLICATION PROCESS
To apply, please submit an online Peer Helper application form available on the Peer Helper Program’s website. The application form can be found here: www.ucalgary.ca/peerhelper/apply/application-form. Applications will be reviewed on a rolling basis during Fall 2019 and Winter 2020. If you have any questions, please direct them to carla.lewis1@ucalgary.ca and jtaylorg@ucalgary.ca.