



Student Wellness Centre Peer Helper Position Description

Position Title:	Healthcare Assistant Peer Helper
Department:	Student Wellness Centre
Term:	2023/2024 Academic Year
I0-Number of Positions:	10 - 15
Hours:	2 hours/week
Length of Position:	September 2024 – April 2025

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

POSITION DESCRIPTION: Reporting to the Nursing Manager, this position provides support to the health services within the Wellness Centre. Students interested in returning to the Wellness Centre for subsequent years will be given preference. The clinic is open Monday to Friday 9:00-4:30.

TASKS AND RESPONSIBILITIES:

- Medical reception, administrative/logistical clinic tasks and assisting with patient flow through the clinic
- Filling exam rooms, taking height/weight on specific patients, tidying exam rooms and supply rooms, stocking supplies throughout clinic (offices, exam rooms, procedure rooms)
- Assisting with clerical support as necessary (stamping requisitions, photocopying patient teaching sheets, etc.)
- Other duties as assigned

QUALIFICATIONS:

- Independent thinker with strong initiative to complete tasks with minimal direction
Demonstrated professionalism, maturity and good judgment.
- Comfortable with approaching and connecting with other students
- Demonstrated professionalism, maturity and good judgment.
- Excellent oral and written communication skills.
- Proficiency in Microsoft Word, Excel and PowerPoint (or Pages and Keynote); and
- 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

COMMITMENT:

We require a commitment of 2-3 hours per week. This will be a consistent "shift" every week, scheduled according to availability. The expectation is that Peer Helpers will commit to this weekly shift, unless academic demands are high (exam periods). We appreciate communication via email if the student is unable to come in. We provide an in-depth orientation to the clinic's physical layout and routines.

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:** 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.

PEER HELPER PROFESSIONAL DEVELOPMENT PROGRAM:

The Peer Helper Program engages more than 300 students every year through more than a dozen 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.

- For 2023-2024, Peer Helpers are required to complete their "Skills Portfolio" four times throughout the academic year: once at the beginning and the end of each semester. The Skills Portfolio is a concise self-assessment tool that gauges students' progress in the 17 skills that they can develop as Peer Helpers, as per Berdrow and Evers' (2010) [Bases of Competence](#) framework.
- Peer Helpers are also required to attend at least 2 Skills Workshops out of more than 30 that will be available to them. These pertain to the 17 skills mentioned above and will be a mixture of in-person/synchronous and online/asynchronous workshops. Peer Helpers can choose a combination from either or both types.

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.

APPLICATION PROCESS

To apply, please submit an online Peer Helper application form available on the Peer Helper Program's website. If you have any questions, please direct them to php@ucalgary.ca.