UNIVERSITY OF CALGARY

Peer Roamer Peer Helper
Position Description

Position Title: Peer Roamer Peer Helper
Department: **Libraries and Cultural Resources (LCR)**
Term: Fall 2021/Winter 2022
Number of Positions: **5-7**
Hours: 4 hours/week
Length of Position: September 12, 2022 – April 2, 2023

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 (TFDL).

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 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

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

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 mid - afternoon to early evenings, 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 beginning of Fall term.

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:

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 2022-2023, Peer Helpers are required to complete their "Skills Assessment" twice throughout the academic year: once at the beginning and the end of each volunteer term. The Skills Assessment 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. Application deadline is on **September 30, 2022**. The application form can be found here. If you have any questions, please direct them to php@ucalgary.ca or jtaylorg@ucalgary.ca