



# JOB DESCRIPTION

Volunteer

**Position Title:** Diversity + Equity Network (DEN) Peer Support Coordinator

**Term of Office:** May 1 to April 30

**Supervisor:** Diversity + Equity Network (DEN) Director

**Remuneration:** Volunteer

**Hours of Work:** 4 to 6 hours per week

## General Scope of Duties

The Peer Support Coordinator(s) are responsible for all administrative tasks relating to onboarding, tracking, and management of Peer Support Volunteers (PSVs) as well as the organization of volunteer socials and appreciation events. The Peer Support Coordinator(s) will also work alongside the Research and Resources Coordinator(s) to design and facilitate training for DEN Peer Support Volunteers that abides by current standards of practice. The Peer Support Coordinator(s) work closely with the DEN Assistant Director to manage important aspects of DEN's internal functioning regarding Peer Support Volunteers.

## Major Duties and Responsibilities

Category	Percent	Specifics
Administrative Function	50%	<ul style="list-style-type: none"> <li>▪ Communicate the weekly PSV schedule and record any missed shifts</li> <li>▪ Find coverage for PSV shifts in the event of absences to ensure DEN is adequately staffed</li> <li>▪ Interview and recruit PSVs during hiring periods</li> <li>▪ Support the Research and Resources Coordinators and the DEN Assistant Director in the planning and execution of September and January training weekends</li> <li>▪ Organize volunteer recognition and retention events for PSVs</li> </ul>
Communications Function	20%	<ul style="list-style-type: none"> <li>▪ Communicate shift swaps to the Executive-on-call</li> <li>▪ Maintain strong communication with one another, the Director, Assistant Director, fellow Executives, and PSVs</li> <li>▪ Follow up with PSVs to debrief after peer support shifts as necessary</li> <li>▪ Refer PSVs to relevant resources if consented to as necessary</li> <li>▪ Additional communication/support duties during Executive-on-call shifts</li> </ul>
Financial & Budgeting Function	10%	<ul style="list-style-type: none"> <li>▪ Inform DEN Director of all potential expenses</li> <li>▪ Retain financial information to receive reimbursement from the MSU through the DEN Director</li> </ul>

Other	20%	<ul style="list-style-type: none"> <li>▪ Responsible for decorating the office for special occasions to help boost PSV morale (e.g., holidays)</li> <li>▪ Be an active leader of the DEN community</li> <li>▪ Participate in various DEN-wide campaigns as necessary</li> <li>▪ Support and attend DEN events as necessary</li> <li>▪ Attend all Executive and PSV trainings</li> <li>▪ Participate in Executive meetings as scheduled to provide regular updates to the Executive team, the Director, and the Assistant Director</li> <li>▪ Fulfill a minimum of one Executive on-call shift (“office hours”) per week</li> <li>▪ Be available to take supporting shifts if necessary</li> <li>▪ Provide transition to the incoming DEN Peer Support Coordinator(s), including but not limited to a quality transition report</li> <li>▪ Provide feedback on the Service as necessary</li> <li>▪ Other tasks as delegated by the DEN Assistant Director and/or DEN Director</li> </ul>
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**Knowledge, Skills and Abilities**

- Knowledge of Microsoft Office programs
- Leadership and supervisory skills
- Ability to work in a team and act as a support
- Interpersonal and communication skills to foster positive relationships within and outside of DEN
- Excellent organizational and time management skills; ability to balance multiple duties and schedule multiple events
- Knowledge of up-to-date peer support standards, protocols, and guidelines
- Knowledge of MSU, McMaster, Hamilton, and GTAH-based resources related to DEN’s mission

**Effort & Responsibility**

- Effort required to ensure the internal scheduling of DEN runs efficiently and smoothly
- Provide on-going support to all DEN PSVs and complete debriefs after challenging peer support shifts
- Maintain confidentiality of all individuals accessing DEN services
- Effort to stay up to date with events affecting the BIPoC community

**Working Conditions**

- Flexible work environment – available office for use, with the option of working from home
- Time demands may exceed stated hours of work
- Some availability in summer months preferred for gearing up for the new academic year

**Training and Experience**

- Previous leadership experience
- Past experience with DEN is an asset
- Participation in all DEN training is required (provided)
- Previous experience working in an anti-racist, anti-oppressive environment is an asset
- Previous experience in the MSU Services is an asset
- Previous experience providing safe(r), confidential peer support is an asset

**Equipment**

- Personal computer

- Microsoft Office programs