

Student Support Peer, Student Support Center

Position Type: Student Hourly
Term: August 2025 – April 2026
Time Commitment: August 2025: mandatory in-person training dates TBA
September 2025 – April 2026: 10 hours per week
Campus: Abbotsford, In Person and Remote as needed
Direct Supervisor: Navigator, Student Support
Wage: BC Minimum Wage + 10% in lieu of vacation and benefits

STUDENT SUPPORT CENTRE PEER ASSIST PROGRAM

Consisting of a team of paid Student Support Peers (SSPs), Peer Assist is a program run within the Student Support Centre and is designed to provide case management services and support for students experiencing academic and/or personal challenges. Students seeking support can be connected to a Student Support Peer to help them navigate university challenges from a peer perspective.

PRIMARY FUNCTION

Student Support Peers offer support to students by creating a welcoming and inclusive space and identifying and referring to resources that can provide assistance. Student Support Peers can help students to identify goals, create action plans, and problem-solve around potential barriers. As active champions of equity, diversity, and inclusion, the program is committed to embracing and respecting all experiences and perspectives on campus. Everyone is welcomed with care and consideration for their unique ideas and circumstances.

RESPONSIBILITIES

- Employ non-judgmental case management skillsets, including empathetic and active listening, problem solving, and record keeping during structured one-on-one virtual or in-person peer support sessions
- Acquire and maintain knowledge of resources, common student challenges, and make referrals to services and/or additional support if required
- Use discretion and involve staff members when concerns exceed the scope of a Student Support Peer

- Utilize skill-building, action-planning, and conflict resolution, as well as provide guidance on various university processes and policies
- Contribute to project work by supporting initiatives related to student success, mental health awareness, and academic support programs
- Engage in inter-departmental collaboration by working with other UFV student service areas to strengthen student support efforts and improve cross-campus connections
- Assist in programming efforts by helping to develop and implement events, workshops, presentations, and outreach activities that promote student well-being
- Support in facilitating groups by helping to lead peer support sessions, discussion groups, and mentorship programs while contributing to the development of resources for students
- Adhere to British Columbia's Freedom of Information and Protection of Privacy Act (FIPPA) and to all UFV and SSC policies and guidelines
- Other duties as assigned

REQUIREMENTS

- Current UFV student in good academic standing (minimum CGPA of 2.0); must have completed at least two semesters at UFV by the start of the term
- Demonstrated ability to navigate sensitive situations and conversations with empathy and tact
- Excellent interpersonal, written, and verbal communication skills
- Demonstrated commitment to equity, diversity, and inclusion
- Ability to maintain confidentiality and appropriate boundaries
- Attend monthly team meetings
- Participate in all required trainings
- Must be available for the Student Support Training in August of 2025 (date TBD)
- Must complete online training prior to the August training dates

Your health and safety remain our number one priority, and all job duties will comply with UFV's campus access procedures and current government Health and Safety guidelines. We invite all students to apply for this position, inclusive of gender identity or expression, sexual orientation, cultural background, or personal experiences with mental health and wellness.

BENEFITS OF THE POSITION

- Make a difference in the lives of other students
- Be mentored by a UFV Student Support Navigator
- Have opportunities to receive extensive training in areas such as mental health & wellness, suicide awareness, crisis support, and more
- Gain valuable experience in project work and program development
- Build relationality through collaboration with various campus departments.
- Develop leadership and facilitation skills by supporting group discussions and resource development
- Receive a letter of reference (upon request)