

Peer Case Manager Assistant, Student Support Center

Position Type: Student Hourly
Term: May 2025 – April 2026
Time Commitment: May 2025 – August 2025: 35 hours per week
September 2025 – April 2026: 15-20 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 CASE MANAGER PROGRAM

The Student Support Centre is designed to provide 1:1 ongoing support for students to work through challenges. Peer Case Managers offer one-on-one support sessions to help students identify goals, create action plans, and problem solve around potential barriers, and help students to find information in a safe, welcoming, and inclusive space by identifying resources available to them and providing referrals when required.

PRIMARY FUNCTION

The Peer Case Manager Assistant (PCMA) will be responsible for supporting with the training, scheduling, supervision, and ongoing development of the Student Support Peers (SSPs) who work with the Peer Assist program. The Assistant will take strategic direction from the professional staff and implement it with the SSPs to maintain a program that is flexible, responsive, and respectful of unique student needs. Working closely with the Student Support Navigator, the Assistant will provide feedback on support processes and contribute to continual program development.

RESPONSIBILITIES

- Employ non-judgmental case management skillsets, including empathetic listening, problem solving, and record keeping during structured one-on-one virtual or in-person peer support sessions
- Utilizing research and best practices, review, refine, and make edits to online and in-person training for the SSP Team
- Provide peer mentorship to SSPs in areas of professional development, boundary identifying and setting, and peer support best practices
- 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 SSP and support students in recognizing and communicating this boundary.
- Utilize skill-building, action-planning, and conflict resolution, as well as provide guidance on various university processes and policies

- Adhere to British Columbia's Freedom of Information and Protection of Privacy Act (FIPPA) and to all UFV and Student Life 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
- Demonstrate ability to navigate sensitive situations and conversations with empathy and tact
- Excellent interpersonal, written, and verbal communication skills
- Demonstrate reliability, punctuality and eagerness towards new experiences and learning.
- Must be highly organized, energetic, and have demonstrated excellence in prioritizing tasks with superior attention to detail
- Demonstrate 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 (date TBD)
- Must complete online training prior to 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

- Gain experience in the coordination of a peer support program that benefits fellow students
- Make a difference in the lives of other students
- Expand and deepen your own leadership capacity
- 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
- Receive Co-Curricular Recognition and a letter of reference (upon request)