

SAIT Students' Association

Job Description



Job Title:	Peer Support Centre Administrative Assistant
Reports to:	Student Experience Coordinator, Support & Wellness
Direct Reports:	Peer Support Centre Volunteers
Position Type:	Part-Time – Hourly (approx. 10-15 hours/week) Note: Preference may be given to current SAIT students/ Saitsa Volunteers
Travel Required	None
Location of Work	SAIT- Main Campus

Job Purpose

Reporting to the Student Experience Coordinator, Support & Wellness, the Peer Support Centre (PSC) Administrative Assistant will be responsible for executing the day-to-day operations of the Peer Support Centre. In this role, the PSC Administrative Assistant is expected to build a working relationship with volunteers and students utilizing the space on an as-need basis. This role will support administrative task related to the PSC including space bookings, programming attendance, and physical space management. This position will ensure the Peer Support Centre remains safe, confidential, inclusive, and a positive mental wellness space, to foster a culture of understanding, openness, inclusion, and acceptance of all students.

Duties and Responsibilities

Administration

- Maintaining the privacy and confidentiality of students, when possible
- Completing the day-to-day task list to ensure the centre is functional for students; and prioritizing a continued focus on equity, diversity, and inclusion
- Assist with tracking, monitoring, and fulfilling Wellness Bank requests
- Maintaining effective and efficient tracking practices to record the number of students using the centre every hour and programming engagement attendance
- Monitoring, and responding to the centre's email inbox in a timely manner, and providing additional resources and support referrals where necessary
- Maintaining up to date awareness and knowledge of resources available to students for a variety of on and off-campus supports pertaining to, but not limited to: mental health and wellness, physical wellness, healthy sexuality, crisis supports, domestic violence, academic supports, and professional growth
- Provide programming assistance and support to any Saitsa staff utilizing the PSC space for programming
- Submit marketing requests to advertise upcoming programming within the PSC, with direction from the Student Experience Coordinator, Support & Wellness

Leadership

- Providing support in organizing events, initiatives and programming that bring awareness to mental health, wellbeing, and personal and professional development

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- Establishing and maintaining positive relationships with students and campus stakeholders
- Facilitating and participating in events, initiatives, and programming within the Peer Support Centre
- Connecting students to services and resources within the campus community and surrounding areas in Calgary

Communication

- Greet and welcome all student utilizing PSC
- Promote a sense of community by fostering a supportive, inclusive, safe and positive space

Completes other duties as requested by the Student Experience Coordinator, Support & Wellness and/or Manager, Student Experience.

Qualifications

Knowledge, skills and abilities

- Ability to anticipate needs of customers, students and department staff is required
- Ability to work in a self-directed manner, with the support of the Department's staff, is required
- A desire to provide a positive customer service experience to the SAIT community and SAIT students is required
- Capacity to work in a fast-paced environment with high-traffic times and a variety of responsibilities is required
- Strong communication, time management and organizational skills is required
- Demonstrated ability to work with diverse populations and to recognize and respond appropriately to requests and inquiries

Proficiency in the use of computers

- Familiarity with Microsoft Office (specifically Outlook, Word, Excel) is required
- Ability to adapt and learn new software and processes is required

Personal characteristics

The Peer Support Centre Administrative Assistant should demonstrate competence in some or all of the following:

- **Adaptability:** Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.

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- **Behave Ethically:** Understand ethical behavior and business practices and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization.
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Creativity/Innovation:** Develop new and unique ways to improve operations of the organization and to create new opportunities.
- **Focus on Client Needs:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- **Leadership:** Positively influence others to achieve results that are in the best interest of the organization.
- **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- **Organize:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities
- **Plan:** Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.
- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- **Think Strategically:** Assess options and actions based on trends and conditions in the environment, and the vision and values of the organization.

Experience

- Experience working with sensitive or confidential information is considered an asset
- Must be experienced working in unsupervised environment
- A good understanding and willingness to learn current student trends and support needs

Working Environment

Working environment is primarily in a climate-controlled environment with minimal safety/health hazard potential. Sedentary, sitting, walking, occasional lifting, frequent reading and computer use. Potential to work some evenings/weekends during high demand periods. Minimal overnight travel to attend conferences and training.

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Approved by:	 Rachel Paris, Director Student Services
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Reviewed:	N/A