Position Title: Student Support Liaison (SSL)
Department: Student Services
Position Status: Active
Employment Type: Part-time (up to 15 hours per week)
Employment Term: August 2024 – April 2025

POSITION SUMMARY
The Student Support Liaison (SSL) will assist with developing the multi-year plan for the new Student Support Program (SSP). Once established, the SSP will provide a space for students to receive information, resources and support covering a variety of issues, in a one-on-one private setting, from a peer. The program will focus on the quality of life of students by concentrating on topics such as health and wellbeing, social connections, financial literacy, and self-reliance, both on and off-campus, through a confidential intake process. The SSL role will be a central player in the SU’s work to address student mental health and wellbeing and offer compassionate, intentional support to students, in a non-judgmental and safe space.

The SSL will work closely with the Coordinator, Volunteer Services (CVS) and the Manager, Student Services (MSS) to develop the mandate and processes of the program based on needs-based research, build a resource library and relationships for on and off-campus supports and begin creating a complementary volunteer program. In addition, the SSL will oversee the Adopt-a-Family program and work closely with the other staff and SU Executives to gather more information about student needs and other possible event opportunities or partnerships.

REPORTS TO: Coordinator, Volunteer Services

COMMITMENT:

Hours
The SSL will work 15 hours per week, which will include a weekly meeting with the CVS. Allocated hours are generally worked during regular office hours (8:30 AM - 4:30 PM), however, evenings and weekends may be needed depending on the needs of the program.

Training
The coordinator is required to attend all SUVS program coordinator training as dictated by the CVS, including a one-day volunteer management course and the annual Student Services Orientation, both held in the latter half of August. In addition, the coordinator will attend any training sessions specific to their position, as determined by the CVS.

KEY RESPONSIBILITIES
• Conduct extensive research into the best practices of similar offices and programs at Canadian universities and colleges and provide recommendations to the CVS and MSS for the development of the Student Support Program.
• Work with the MSS and CVS to create an intake process and related procedures for students to access the SSP, once open.
• Develop a resource library with on and off-campus information on a variety of topics related to urgent and emerging student needs, including physical health, mental health, basic needs for dependents, building community connections, housing, literacy support, budgeting, transportation, etc.
• Connect and build relationships with offices and professionals to create reliable connections for students, along with creating informational handouts and easy-to-understand instructions for common questions.
• Develop guidelines and practices for a volunteer program to support the work of the SSL and write a complementary instruction and training manual for volunteers, using current SU volunteer program standards.
• Perform a variety of program administrative duties, including responding to emails, creating agendas and documents, analyzing data, etc.
• Attend a weekly meeting with the CVS and bi-weekly meetings with the MSS.
• Plan and execute the annual Adopt-a-Family program and work with the other VS Coordinators to ensure families in need are aware of the program.
• Complete mid-year and annual reporting requirements. Create a file and data management process for the program, based on the standards of the current VS programs.

REQUIRED SKILLS, ATTRIBUTES AND EXPERIENCE

• A current undergraduate student attending the University of Calgary.
• Must be able to work on campus, as well as be comfortable travelling the university area by transit, to conduct research.
• Maintain strict confidentiality of information being collected and discussed with both staff and students.
• Illustrate personal motivation and the ability to take initiative. The SSL role requires a high-level of independence, however they must actively and regularly communicate and coordinate with the CVS.
• Intermediate computer skills and the ability to convey important information in a simple manner. Prior experience in creating spreadsheets or forms, coding, process management, or algorithms would be an asset.
• Possess excellent problem-solving and critical thinking skills.
• Demonstrated organizational and time-management skills to meet deadlines, ongoing program commitments, and emerging priorities.
• Superior written and interpersonal skills to interact positively, and professionally with students, community members, institutional partners, and staff. Experience writing professional emails and facilitating meetings is preferred.
• Patient, open-minded, and mature with a high degree of high cross-cultural sensitivity. Cultural sensitivity training, or anti-racism training, is an asset.
• Knowledgeable of the Calgary area, comfortable navigating processes within the University of Calgary, understanding Canadian culture and able to comfortably speak about norms, traditions, and different ways of life in a neutral manner.
• Prior experience with program or event planning/assisting is an asset.

BENEFITS

• Gain experience working in a not-for-profit environment.
• Enhance your leadership skills and abilities.
• Gain program management skills, as well as research and analytical skills, in a collaborative environment.
• Enhance group facilitation and communication skills, both written and verbal.
• Experience working as a team towards a common goal of increasing the quality of life of university students.

The successful candidate may be able to re-apply for this or a similar position provided they are enrolled in undergraduate studies.