

Job title: Peer Support Coordinator
Responsible to: Peer Learning and Support Manager
Department: Peer Learning and Support
Closing date: 20 May 2019 at 12pm

About Edinburgh University Students' Association

Edinburgh University Students' Association is an award-winning organisation, which exists to provide diverse services, representation, and welfare support to the community of over 39,500 students at the University of Edinburgh. All students enrolled at the University gain automatic membership to the association. By providing opportunities, helping to create change and offering support, we're here to help students get the most out of their time at Edinburgh.

Edinburgh University Students' Association in its original form was founded in 1884. Today, Edinburgh University Students' Association is a body of approximately 140 full-time staff, 400 part-time student staff and five elected Sabbatical Officers; working to keep the student experience at the centre of all we do.

Edinburgh University Students' Association has four venues around the University of Edinburgh campus – King's Buildings, The Pleasance, Potterrow and Teviot Row House – which house our offices, cafés, bars, clubs, spaces for students to meet, study and socialise. We are a registered charity and all of the income we generate from our commercial activity goes back in to supporting our members.

Our values

Our core values are the most important way in which we define who we are. They guide our strategy, inform our everyday decisions and influence our behaviour, both as an organisation and as individuals representing the Students' Association.

- Students first
- Home from Home
- A place for all
- Power to change

Shared competencies

We also have a set of shared competencies which we strive to hold across the organisation:

- Communicating effectively
- Customer focus
- Delivering results
- Initiative and creativity
- Teamworking
- Knowledge & skills development

You can find out more about us and our work by visiting eusa.ed.ac.uk

JOB DESCRIPTION	
Job title:	Peer Support Coordinator
Reports to:	Peer Learning and Support Manager
Department:	Peer Learning and Support
Direct Reports:	N/A
Indirect Reports:	N/A
Revision Date:	April 2019
Job Purpose and General Dimensions	
<p>To support the development and expansion of peer support systems across the University of Edinburgh, enabling all students' access to peer support to enhance their student experience. This will include supporting and facilitating student-led peer to peer activity throughout the University, encouraging students to take a holistic and autonomous approach to their learning and development.</p> <p>This role also involves contributing to the forming of an academic community of learners (both staff and students) locally and across the University. This post sits within the Department of Peer Learning and Support.</p>	
Main Duties and Responsibilities	
<p>Main Duties</p> <ul style="list-style-type: none"> • Lead on the development of Peer Support Schemes throughout the University. • Contribute to the Peer Learning and Support Department agreed team goals. • When setting up new undergraduate Schemes and undertaking re-designs, consult with students and staff in Schools to determine which type of Scheme meets their needs (covering the aims, objectives and desired outcomes of each Scheme). For example, through focus groups, surveys, semi-structured interviews etc. to ensure Schemes are relevant, high-quality and bespoke. • Act as a point of contact for the University's Schools and Colleges, offering advice, guidance, knowledge and access to various resources on Peer Support. • Bring a wellbeing focus to all Peer Support Schemes. <p>People Management and Development</p> <ul style="list-style-type: none"> • Assist the team in developing and maintaining strong and positive relationships with our Key Contacts across the University. This includes regular face-to-face meetings, email correspondence and attendance at events. • Lead on the recruitment, coordination, development and delivery of Peer Support Student Leader training, with support from the wider team. • Working in partnership with the wider Peer Learning and Support team coordinate project communications and promotion. <p>Planning and Organising</p> <ul style="list-style-type: none"> • Lead on the coordination and implementation of the Peer Learning and Support Recognition and Reward Strategy, including organisation of an annual awards ceremony, the design and delivery of 	

ongoing workshops and continued professional development sessions, together with colleagues across Membership Support and Development.

- Maintain and develop relevant resources, supporting materials and toolkits.
- Provide regular support and guidance to the relevant School Senior Leaders .
- Coordinate and supervise the promotion of Peer Support Schemes centrally, ensuring documentation goes out in pre-arrival and induction packs, course handbooks, timetables, School, Student Association and University websites.

Standards and Service

- Develop and implement quality mechanisms to ensure all Peer Support Schemes are of the highest possible standard. This includes undertaking regular observations, debriefs and review meetings.
- Work with the Peer Learning and Support Manager to ensure appropriate policies, procedures, guidance documentation and resources are in place in order to guarantee that volunteers involved in peer support across the University receive proper induction and training, and that their interests are protected.
- Coordinate the work of students and staff in identifying innovative good practice relating to peer support activities and seek to replicate this within other Schools/Colleges.
- Ensure all Peer Support Schemes fill in the Scheme Report or similar relevant documentation in a timely manner.
- Follow in-house recording procedures and ensure all records are appropriately maintained.
- Assist the Peer Learning and Support Administrator to develop, update and maintain the Peer Learning and Support website.

Continuous Improvement

- Make available data and reports to the Peer Learning and Support Manager as appropriate.

Additional Departmental Support

- As a member of the Peer Learning and Support team, the Peer Support Coordinator will participate in relevant departmental, Association-wide and University meetings and events.
- Participate in relevant training and presentations to provide information about the project, in agreement with the Peer Learning and Support Manager.

Key Relationships

- Peer Learning & Support Manager
- Peer Learning & Support team
- Membership Support and Development teams
- Sabbatical Team and other elected representatives
- External stakeholders, including University academic, administrative and support staff.

Other shared responsibilities/expectations:

- The Students' Association's overall vision is that *'all students at Edinburgh should have the power to shape their own future and enjoy a vibrant and cohesive student community where everyone is valued and respected'*. Our staff have an essential part to play in achieving this vision. Every staff member at the Students' Association, wherever they work, has the same responsibility.
- A commitment to the delivery of the Students' Association's Strategic Plan through the implementation of departmental plan activities
- A positive and respectful attitude to all Students' Association staff, its management, the organisation as a whole, and its members, clients and partners
- To ensure that every student, staff member or visitor using any of our services has the best possible experience of that service and of the Students' Association as an organisation.
- Adhere to and support Students' Association's Ethical, Environmental and Health and Safety policies and procedures
- A commitment to training and development of self and others
- Any other appropriate duties as reasonably required by your line manager, Departmental manager or Senior Management

PERSON SPECIFICATION

Job title: Peer Support Coordinator

Person Summary

The Peer Support Coordinator will be a confident trainer with excellent communication and interpersonal, organisational and IT skills, The postholder will have a proven track record of providing support to others.

A customer focused individual with a consistently professional approach to their duties and keen attention to detail. A person with high expectations of themselves and others, with a passion for detail, who takes pride in their work and that of their team.

Required Experience	Essential	Desirable
Experience of supporting service users/students to be self-reliant learners	X	
Experience of project design, management and coordination	X	
Experience of delivering training and developing training materials and resources	X	
Experience of recruitment and supervision of staff or volunteers	X	
Experience of forming strong and lasting relationships with customers and stakeholders across different levels of the organisation	X	
Experience of working in a university setting		X
Experience of designing and delivering events		X

Experience of producing publicity and information materials, including online resources		X
Experience of providing advice and guidance to colleagues		X
Experience of undertaking consultation and fact finding activities		X
Functional Skills and Proficiency	Essential	Desirable
Confident and adaptable training delivery skills	X	
Awareness of pastoral and wellbeing issues	X	
Proven ability to successfully communicate across a variety of audiences, including delivery of presentations and written reports	X	
Strong organisational and administrative skills with the ability to work independently and prioritise appropriately	X	
Demonstrable ability to deal with sensitive information in an impartial, non-judgmental, professional and confidential manner.	X	
Proven experience of using own initiative for problem solving in a professional context	X	
An understanding of the diverse profile of University of Edinburgh students, and the issues they face		X
An understanding of the importance of quality assurance and evaluation in project management.	X	
Excellent IT skills, including proficiency in the use of Microsoft Office, internet and social media channels	X	
Working knowledge of information-gathering tools such as online surveys		X
A basic knowledge of the Higher Education system and current academic and welfare issues		X
Training and Qualifications	Essential	Desirable
Minimum a undergraduate degree in a relevant discipline	X	
Qualification in education or related subject.		X
Shared Competencies		
The Students' Association's competency framework describes the key behaviors you are expected to demonstrate in this role. The main facets for each of these competencies are described below. Within the competency structure, this is a <i>Level 3</i> position		
Customer Focus	Understands the needs of our customers, and actively seeks ways to improve service delivery Collects customer feedback and ensures it is acted upon	
Delivering Results	Understands what is expected of them and reviews and adapts personal objectives to deal with changing priorities Strives for continuous improvement in their own personal performance	
Initiative & Creativity	Actively embraces new ideas and ways of working, and seeks opportunities to develop both short and long term improvements Encourages others to think about fresh ideas /approaches	

Knowledge & Skills Development	Actively seeks opportunities for professional development, based on personal strengths and weaknesses Applies knowledge and skills to support the achievement of the Students' Association's long term goals
Communicating Effectively	Communicates effectively, and in an appropriate way for the audience. Shares own expertise effectively, and actively seeks the views of others
Teamworking	Involves others to ensure that diverse views, experiences and ways of working are encouraged. Takes time to support others, and to help them develop their skills
Shared Values	
<p>Our core values are the most important way in which we define who we are. They guide our strategy, inform our everyday decisions and influence our behaviour, both as an organisation and as individuals representing the Students' Association.</p> <ul style="list-style-type: none"> • Students first • Home from Home • A place for all • Power to change 	

Summary of Terms of Employment

Job title:	Peer Support Coordinator
Hours:	Full time - 37.5hrs per week excluding 30 minutes unpaid break. You may be required to work additional hours to ensure that your role is fulfilled, particularly at peak periods. Evening and weekend work may also be required. The Students' Association does not pay overtime. Time off in lieu is available with Line Manager agreement if excessive hours are worked.
Holiday:	35 days including public holidays. Public holidays are included in the annual leave entitlement and are treated as normal working days. They must be booked as holidays if required. The Students' Association may determine when some holiday must be taken due to closure of premises.
Pension:	The Students' Association is a fully participating member of the Universities Superannuation Scheme (USS) Limited.
Probation:	Permanent employment is conditional on the completion of a satisfactory 6 month probationary period.
References:	Any offer of employment will be subject to receiving satisfactory references from previous employers or other suitable referees.