

## **POSITION TITLE:** *PAL Centre Ambassador (Learning Development & Success)*

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### **POSITION SUMMARY:**

PAL Centre Ambassadors are part of the **Learning Development & Success** team. They volunteer in the **Peer Assisted Learning (PAL) Centre**. They will help coordinate the Virtual PAL Centre (run through Zoom), the In-Person PAL Centre (mornings/afternoons in Room 4139, WSSB and evenings in Weldon Library) or in both. These are places where students can go to discuss general or course-specific learning concerns with a Learning Peer in a supportive, peer-run environment.

As a **PAL Centre Ambassador**, your role would be to welcome students and staff to the PAL Centre, give them information or directions and to assist them in connecting with Learning Peers in the Centre. The role also includes promotion of the PAL Centre to the Western community.

Learning Development & Success (LDS) offers a variety of services to all students at Western, providing support through individual counselling, the PAL Centre and group presentations. The LDS team helps students cope with the demands of post-secondary learning, assisting them in identifying strengths and developing new skills and strategies for success. All services are available for both successful students wanting to maintain their already strong academic standing and those having academic difficulties ([learning.uwo.ca](http://learning.uwo.ca)).

### **What will you gain from this role?**

- Develop and enhance skills for interpersonal communication, collaboration, decision making and professionalism.
- Gain exposure to and awareness of learning skills issues.
- Attain personal satisfaction and growth from being involved in a helping capacity.
- Develop skills in using Zoom and Discord/Teams for communication (while assisting with Virtual PAL).
- Receive feedback via a midterm and year-end performance review.
- Obtain recognition through Western's Co-curricular Record.

### **KEY RESPONSIBILITIES:**

- Work – 4-6 hours per week in the PAL Centre (hours will be divided to accommodate business needs).
- Attend initial training meetings and ongoing professional development meetings.
- Promote and maintain a welcoming atmosphere in the PAL Centre.
- When speaking with a student or staff member, listen to and understand their questions and concerns and provide them with information or directions appropriate to their needs
- Connect students with a Learning Peer who is best suited to assist them.
- Organize and re-stock PAL print materials (in-person PAL), open/close the centre and assist with various administrative tasks.
- Increase awareness of the PAL Centre through various promotional initiatives (ex. Classroom announcements, peer to peer advertising, social media promotions, etc.) .
- Work collaboratively with Learning Peers when connecting students with them.
- Discuss with supervisor any questions, difficulties, or problems.

## POSITION REQUIREMENTS:

- Undergraduate students, in 2nd year or above, with a strong interest in helping fellow students to connect with learning resources that will assist them in achieving academic success.
- Minimum 75% cumulative average in undergraduate courses.
- Strong communication (attending, listening, speaking) and interpersonal skills.
- Good working knowledge of campus resources.
- Problem-solving abilities.
- Have a computer and stable connection to the internet that allows for videoconferencing (while assisting in Virtual PAL).

## POSITION SPECIFICS:

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### TERM LENGTH:

One academic year, August 21, 2024 - April 30, 2025 (training roles out in August)

### TIME COMMITMENT:

- 4-6 hours per week (working in the PAL Centre helping students and staff).

### POSITION TRAINING:

- Approximately 10 hours of LDS training in late August and early September.
- Approximately 3-4 hours per month of professional development with LDS.

**\*\* No commitments during December/April exam periods or the Fall/Winter Reading Weeks.**

### WESTERN PEER LEADER (WPL) TRAINING:

- Complete Human Resources Training:
  - WHMIS
  - Health & Safety
  - Safe Campus
  - AODA
- Complete WPL Fundamental Training:
  - Code of Conduct, Ethics, Etiquette & Boundaries
  - Equity & Inclusion e-Learning Module
  - Gender-Based Violence Policy e-Learning Module
  - Indigenous Initiatives Content & Reflection
  - Clifton Strengths Assessment/Module/Reflection
- Complete Confidentiality Agreement and Student Contract
- Complete Student Feedback Form and/or Student Self-Reflection (one per term)

\*\* Trainings subject to change

## REPORTS TO:

Learning Development & Success (LDS) PAL Centre Supervisors & LDS Student Coordinator.

## Application Method:

Login to [Western Connect](#), and navigate to the **Western Peer Leader posting boards** to find this job posting and instructions on how to apply (ex. Uploading/emailing required application documents or redirecting to the [Working at Western](#) website).

## Western Values Diversity:

The University invites applications from all qualified individuals. Western is committed to employment equity and diversity in the workplace and welcomes applications from women, members of racialized groups/visible minorities, Indigenous persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression. Accommodations are available for applicants with disabilities throughout the recruitment process. If you require accommodations for interviews or other meetings, please contact our Administrative Officer at [shona.casserly@uwo.ca](mailto:shona.casserly@uwo.ca) or phone 519.661.1111 (89081).