**Position Title:** Peer Listener  

**Term of Office:** September 1 - April 30  

**Supervisor:** Peer Support Line Volunteer Coordinator, Assistant Coordinator  

**Remuneration:** Volunteer position  

**Hours of Work:** 6 hours per week. Four to Five 3-hour shifts per month  

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**General Scope of Duties**

The Peer Listener must have consistent attendance of shifts in order to receive phone calls or chat messages from McMaster University students during the Peer Support Line’s hours of operation. Peer listeners shall actively listen, provide emotional support and refer students to on-campus or off-campus resources depending on the needs of the caller. Additionally, Peer Listeners must have the ability to respond accordingly during a crisis call and log all calls.  

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### Major Duties and Responsibilities

<table>
<thead>
<tr>
<th>Category</th>
<th>Percent</th>
<th>Specifics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications Function</td>
<td>100%</td>
<td>- Commit to six hours of volunteering per week, including at least six hours scheduled on weekend nights per month, 4 to 5 3-hour shifts per month (including separate phone shifts and online shifts)</td>
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</tbody>
</table>
|                               |         |  - Provide support through phone calls or online chat  
|                               |         |  - Be available for 2 on-call shifts  
|                               |         |  - Attend monthly team meetings and training updates  
|                               |         |  - Attend two full weekends of training, which will usually be held in September and all training sessions  
|                               |         |  - Report to the Peer Support Line Assistant Volunteer Coordinator  
|                               |         |  - Log every call  
|                               |         |  - Debrief after every call and attend supplementary debriefs when needed  
|                               |         |  - Participate in skills evaluations as scheduled by the Peer Support Line Coordinator  
|                               |         |  - Be aware of and adhere to the Crisis Protocol  
|                               |         |  - Respect the Peer Support Line confidentiality policies  

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### Knowledge, Skills and Abilities

- Empathetic  
- Desire to assist others  
- Strong written and verbal communication skills  
- Organizational and time management skills  
- On-campus and off-campus resource knowledge  
- Ability to work effectively with a team and as an individual  
- Commitment and dedication  
- Comfortable with providing online support  

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**Effort & Responsibility**

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Approved EB 13-22
- Uphold confidentiality
- Attend all training sessions

**Working Conditions**
- Most duties can be performed in the Peer Support Line hub
- Accessible by phone during on-call shifts
- Time demands may exceed stated hours of work

**Training and Experience**
- Relevant experience is preferred
- No previous training required, all required training will be provided.

**Equipment**
- Basic computer software use
- Basic PSL telephone use
- Basic online chat module use