

Counseling Department Assistant
Peer Assistant Position Description

Administrative Supervisor: Stephanie Schaefer

Site Lead: Robin Dryden

Peer Assistant Position Description

Help department faculty, interns, staff, and students in accessing Counseling services. Answer questions for students, faculty, staff, and community members about the Counseling Department and help them with information needed to make referrals or appointments. Help locate counselors during crisis situations, assist with creation and running of outreach events or other counseling-related materials (could include copying or developing materials). Potentially engage in some classroom presentations about what the Counseling Department offers.

Responsibilities

- Greet and interact with students, faculty, staff, and community members entering the office
- Schedule Counseling appointments using our scheduling software
- Be familiar with the Counseling department activities and services in order to answer questions
- Answer phone calls, review voice mails, check information on-line when necessary to assist.
- Behave in an ethical and confidential manner when interacting with people
- Notify counselors of changes/cancellations in appointments
- Help locate counselors during crisis situations
- Assist with creation and running of outreach events or other counseling-related materials (could include copying or developing materials)
- Potentially engage in some classroom presentations about the Counseling Department
- Work on special projects for the department

Learning Outcomes

- In-person communication skills
- Phone communication skills
- Problem-solving, autonomy, self-confidence and empowerment
- Organizational abilities
- Time management, importance of on-time attendance and meeting deadlines
- Accuracy, accountability and job familiarity
- Overall College awareness and orientation
- Operations of a professional department
- Appreciation of difference and diversity

Qualifications specific to this position

- Friendly and outgoing. Able to interact with many different people throughout the day.
- Written and verbal communication skills
- Ability to handle ambiguity and be flexible with changing environment and needs
- Ability to think on one's feet and not get flustered
- Ability to behave in a confidential and ethical manner (handling confidential information)
- Basic College awareness and eagerness/ability to learn