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BOISE STATE UNIVERSITY

Peer Mediator Position Description and Expectations
Summer 2023 through Spring 2024 Academic Year

Name:

Placement:

Anticipated Position Period: Mid-May 2023 through mid-May 2024

Expectations of this Leadership Position

HRL's PMs (PMs) provide support to Boise State residential students working through interpersonal, group, and intercultural conflict. Conflict arises in many settings and can negatively impact relationships, friendships and opportunities. Under the supervision of the Assistant Director for Academic Initiatives (ADAI), who may defer responsibility to a delegate such as a Coordinator or Senior Peer Mediator, PMs serve as liaisons between residents and the Conflict Management Resources Center (CMRC), a partnership program between the Department of Housing and Residence Life and the Conflict Management Program in the School of Public Service. The following sections outline what Housing and Residence Life expects of PMs. A PM can expect to work an average of 18-20 hours per week.

Please identify any questions you may have and be sure to gain clarification, if needed, from the ADAI prior to signing.

POSITION REQUIREMENTS

- PM appointments are made for roughly one year, starting mid-May and continuing through the following mid-May; and given the importance of relationship-building, supporting live-in student staff and guiding residents through concepts of learning, it is critical that PMs commit to serve for the full academic year.
- PMs must be available via phone and Boise State University-issued email daily while employed as a PM. Email, voicemail, and staff mailbox must be checked daily by the PM. Additionally, each PM's personal phone number must be provided to Housing and Residence Life for emergency purposes. Personal phone numbers will not be given out by HRL staff for purposes other than emergency situations.
- PMs are responsible for being actively involved and participating in staff development all-staff meeting, trainings, and large-scale events as applicable, and as required. Advance notice will be given for required attendance events.
- PMs must be in "good standing" with Housing and Residence Life and the University (including student conduct, academic, and financial status). A PM shall comply with all University policies, including the Student Code of Conduct, and Housing and Residence Life Community Standards, as well as all state and federal laws.

ACADEMIC REQUIREMENTS

- A PM must be a student at Boise State University working toward a degree. All undergraduates must be enrolled, attending classes, and taking a minimum of 12 credits per semester. The PM's direct supervisor must be given prior approval for the PM to take more than 18 credits per semester. Graduate students must be enrolled in a minimum of 6 credits per semester, and must obtain prior approval from the PM's direct supervisor to take more than 9 credits per semester.
- Good academic standing at Boise State must be maintained throughout the PM's employment. This means that PMs must have, and maintain, at the beginning and throughout their employment, the following:
 - A cumulative grade point average of 2.5
 - A semester grade point average of 2.5

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- Passed at least 12 credits (or 6 graduate credits) the semester prior to, and each semester throughout employment (academic work during summer session does not count towards fall or spring semester GPA or credits earned, but may impact cumulative GPA).
- Failure to maintain good academic standing requirements will result in probation and/or termination of employment.
 - New PMs failing to meet all criteria (semester and cumulative GPA, passed credit hours) by the position start date will result in reversal of the employment offer
 - If a PM currently on staff or returning to staff does not meet one of these three good standing criteria, it will result in academic probation for one semester. If all three criteria are not met during and following the probationary semester, the PM's position will be terminated.
 - If a PM currently on staff or returning to staff does not meet two or more of these criteria at the end of an academic semester, it will result in the PM being terminated, and that individual will not be eligible to apply for the position again until all three criteria are met.
- Attend monthly All Staff meetings (*as determined applicable*) which are scheduled from 7:30-9pm on Wednesday nights. PMs are responsible for not scheduling classes during this time.

GENERAL RESPONSIBILITIES

Conflict Management Tasks:

- PMs will provide conflict coaching, facilitated conversation, and mediation to students across campus residential facilities. Common conflicts resolved by the PM include those with roommates, classmates, teammates, advisors/supervisors, student organizations, academics, workplace, university policies, and others.
- PMs will be responsible for providing support to the Resident Assistants (RAs)/Apartment Leads (ALs) in order to complete the Roommate Agreements as needed. This may include serving as the primary facilitator for Roommate Agreements that include a student staff member (i.e., RA, CA, RHA, etc.) and in situations where a co-facilitator would be beneficial.
- PMs will also be available for drop-in discussions with residents and managing referrals.
- PMs will assist the CMRC Interns in managing referrals submitted to the CMRC by non-residential students through providing conflict management services as time allows.

Proactive Education

- PMs will assist with developing training for live-on professional and student staff.
- PMs will create, coordinate and provide proactive programming opportunities for residential students to build conflict management skill sets.
- PMs will serve on the CMRC committee to assist with ongoing projects and the development of resources for students, parents, and other entities.

Administrative Tasks:

- PMs will keep their supervisor and RDs in their area informed of conflict situations within the residence halls through emails, texts, or phone calls. All critical incident reporting by a PM must be done immediately and as soon as possible.
- PMs will complete paperwork related to referrals to the CMRC which they manage in a timely fashion.
- PMs may also complete additional tasks and paperwork as directed by their supervisor or RDs.

Availability:

- PMs are required to have weekly one-on-one meetings with their supervisor and as needed with the RD(s) in order to communicate specific information.
- PMs are additionally required to attend a weekly staff meeting and/or the CMRC committee meeting at a time to be determined each semester with the staff team.
- PMs are required to remain available one Wednesday each month from 8pm – 10pm for mandatory all staff training. This includes not scheduling classes or commitments over this time.
- All time away must be coordinated with their supervisor, who will maintain a staffing schedule to ensure appropriate staffing and to coordinate staffing over break periods as needed.

Other Duties as Assigned:

- PMs may be asked to assist with a variety of other tasks, duties and responsibilities that are not listed above.

GENERAL EXPECTATIONS

Student Employment Policies and Procedures:

- PMs are responsible for reading and understanding: (1) Boise State University policies, including but not limited to those required as a part of the new employee Compliance Certification; (2) the Student Code of Conduct; (3) Housing and Residence Life Community Standards; and (4) any additional assigned literature, and for seeking clarification when necessary. It is better to ask questions to gain a better understanding, than to guess an answer and potentially lead someone astray.
- PMs are required to successfully complete a background investigation prior to starting the position. All offers are contingent upon a successfully completed background investigation.
 - PMs are subject to all University policies, Housing and Residence Life Community Standards, the Student Code of Conduct, and local, state and federal laws. Housing and Residence Life may check with any and all relevant departments, offices, and agencies at any time to ensure compliance with all applicable laws and policies.
 - Results of the background check will be reviewed, and may prompt a review of the candidate's appropriateness for the position, or cause the revocation of the PM position offer.

Conduct:

- PMs are responsible for understanding and abiding by the policies and procedures in the Student Code of Conduct, Housing and Residence Life Community Standards, and the specific procedures for the RA's assigned community.
- PMs will not condone or promote policy violations or violations of the law, and the PM must report any violations thereof to an RD or appropriate campus authority.

Confidentiality/Communication:

- PMs come in contact with sensitive and confidential information in their position. This information may be protected by state and federal laws, including the Family Educational Rights and Privacy Act (FERPA). Information covered by FERPA and other laws may not be released unless specific conditions are first met.
 - It is essential that PMs communicate all concerns only to a supervisor, and not to other staff or students.
 - A PM should not discuss personal or confidential student issues, concerns, or events with other students or staff unless specifically directed to do so by their supervisor.
 - It is important to maintain confidentiality in relation to all conduct or student issues that the PM may encounter during their employment, including those which may involve them directly. Communications or inquiries concerning personal or confidential information involving a student or a sensitive incident should always be referred to the PM's supervisor.
 - Any media inquiries should be forwarded to professional staff within the department or the main housing office.

Role-modeling, Ethics and Credibility:

- PMs are expected to be positive role models and ethical decision-makers at all times, both on and off campus. A PM's behavior at all times should reflect positively on Boise State University and Housing & Residence Life.
 - It is essential that PMs do not engage in speech or behavior that compromises their credibility during work hours, nor the credibility of their peers, team, department, or the University. Further, PMs should be aware of and take steps to avoid any negative effect of their online/social media presence and non-work related activities on and off campus that may have a detrimental effect on their credibility or that of their peers, team, department, or the University.
 - It is essential that PMs respect residents, peers, supervisors, and the position and treat each with care.

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- To avoid concerns related to conflict of interest and/or sexual harassment, PMs currently in, or considering starting any type of consensual amorous relationship with a resident or another staff member must immediately disclose this information to their supervisor at the earliest time during PM appointment prior to any conflicts of interest. Additionally, should the consensual amorous relationship be terminated, staff member must immediately notify their supervisor. Professional staff and reporting staff will take appropriate steps to address the potential concerns and find solutions. Failure to disclose this information may result in employment action, including revocation of position offer or termination.
- If it is deemed that a PM is using their position to take advantage of residents or negatively influence others, or if it is determined a PM has a conflict of interest, personnel action may be taken.
- In regard to alcohol and drug use, PMs must abide by all university policies (including but not limited to those set forth in the Student Code of Conduct and Housing and Residence Life Community Standards), and state and federal law. Failure to abide by these policies and guidelines, or engagement in actions that damage a PM's ability to serve as credible role model to their community, staff, and Housing and Residence Life, may lead to personnel action up to and including termination.
 - PMs under the age of 21 may not possess or consume alcohol, at either on- or off-campus locations.
 - PMs over the age of 21 may consume alcohol off-campus or in designated spaces on-campus only.
 - PMs over the age of 21 may not consume or be under the influence of alcohol while on call or performing any related job responsibilities.
- PMs will immediately report any violations of alcohol guidelines to an RD or other professional Housing and Residence Life staff members.

Photo Release Agreement:

- By accepting a PM position, entering your role and signing this agreement you hereby grant Boise State Housing and Residence Life permission to photograph and/or record for marketing and recruitment purposes including advertising and promotional purposes (including but not limited to print, digital, other medias, and Web use) now or hereafter known, in perpetuity throughout the world, without restriction as to alteration and without compensation.

COMMITMENTS OUTSIDE THE POSITION

A PM must obtain prior approval from the PM's direct supervisor before undertaking any outside time commitments, including but not limited to paid employment, volunteer opportunities, leadership positions, student organizations, internships, and practicum experiences. This requirement is in place because such additional commitments may interfere with a PM's ability to be a successful Housing and Residence Life staff member.

- A PM may undertake up to 15 hours of outside time commitments per week. Paid employment, on campus, may constitute no more than 10 of these weekly hours.
- To honor academic commitments, if a PM is participating in a for-credit internship or practicum, the PM may "work" up to 15 hours per week (internship and any additional outside time commitments must be equal to or less than 15 hours per week).
- PMs are required to remain available one Wednesday per month from 7:30pm – 9pm for mandatory all staff training. This includes not scheduling classes or commitments over this time.

Note: An PM's supervisor may limit any of the above extra commitment hours until the PM's performance is demonstrated or improved. If performance is regularly being impacted by extra commitments outside of the position, termination may occur.

PMs must submit their schedule of classes and other commitments outside of the PM position to their supervisor one week before classes begin each semester, and need to notify supervisor in advance of any changes to their outside commitments and must get supervisor approval for any changes made.

REMUNERATION

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- PMs will be paid \$15 per hour, including during training dates as outlined. Some meals will also be provided during training dates.
- PMs may receive Internship credit for their time as a PM.
- PMs will be provided access to up to two Lifestyle meal plans/dining dollars to use as a tool to connect with on-campus residents and student staff.

TERMINATION OF EMPLOYMENT

- If a PM chooses to resign during the academic year, they shall deliver a letter of resignation to their supervisor, preferably at least two (2) weeks prior to resignation.
- This is an at-will position, and as such a PM may be terminated at any time for no reason at all, or for violation of Boise State University policies, including the Student Code of Conduct and Housing and Residence Life Community Standards, state or federal law, whether the offense took place on campus or off campus, regularly not meeting requirements of the position and/or for failing to follow the direction of their supervisor.
- Upon termination of the PM’s employment, all necessary paperwork must be completed.
 - PM’s must meet with their supervisor to return any provided PM supplies/materials.
 - PMs are financially responsible for any unreturned items. Such charges will be posted to the PM’s student account.

IMPORTANT DATES

A PM’s employment requires completion of both pre-service and in-service training sessions. PMs are expected to participate student staff training and team-building activities which take place at the beginning of each semester, attending those as specifically directed by ADAI. As an hourly employee, PMs will be compensated hourly for the time in trainings or team-building activities but not for time spent in traveling to campus or for meals that are provided by HRL. The following dates are examples of commitments where it is expected that PMs be present and engaged:

- Fall Training: early August 2023 through opening/move-in weekend.
- Spring Training: early January 2024 through opening/move-in weekend
- Assisting in the selection of the 2024-2025 Student Leader staff, including individual interviews to occur in February 2024.

Your signature below reflects and confirms your understanding of, and acceptance of, the duties, responsibilities and expectations of all PMs at Boise State University as set forth in this document.

- I understand the PM position for which I will be employed begins on _____, and automatically terminates on _____ (Specific date TBA), or upon notice of termination, whichever is earlier. I understand that my employment is at-will and may be terminated at any time prior to the anticipated position end date.
- I accept the duties, responsibilities and expectations of the PM position and will perform them as outlined in this document.
- I agree to accept additional duties, not explicitly listed in this document, as directed in training or meetings or by my direct supervisor.

I accept the offered PM position with Housing and Residence Life for the Summer 2023 through Spring 2024 time period.

Printed Name: _____

Student ID #: _____

Signature: _____

Date: _____

Email: _____@u.boisestate.edu

Phone #: _____