

Peer Coordinator

Reports to: Director of Programs and Services

Department: Peer Services

Location: Calgary

Position Type: Part-Time 0.6 FTE-0.8 FTE/21-28 hours a week) – Hybrid Model

Date Created/Updated: 2025-06

Job Summary:

Reporting to the Director of Programs and Services, the Peer Coordinator (PC) will provide persons with spinal cord injury and other physical disabilities with connection to others with lived experience through the Peer Program. Including organizing events, gatherings, and social opportunities in the community and in the hospital, the PC provide leadership, planning, implementation, tracking and evaluation to ensure effectiveness of peer connections. In addition, the PC identifies persons with lived experience as potential volunteer mentors. The PC will provide training, guidance, support and modelling for peer mentor volunteers as they support persons with new spinal cord injuries.

Key Responsibilities & Expectations:

Services and Support:

- Identify, recruit and orient persons with lived experience as program or mentorship volunteers.
- Facilitate one on one peer matches for support or mentorship opportunities.
- Plan, organize, promote and facilitate peer meetings, events and conferences.
- Collaborate with other Peer Coordinators provincially.
- Work alongside with Client Services Coordinators, AHS staff at hospitals, vendors and corporate sponsors.
- Organize and facilitate peer volunteer speakers.
- Co-lead Spinal Cord Injury education sessions for newly injured clients and review educational materials as needed

Administrative and Other Responsibilities:

- Assist with grant applications and reporting as appropriate.
- Work in collaboration with all staff to produce reports for use by the DPS.
- Keep information about clients confidential and ensure consents are properly maintained.
- Ensure client connections are well documented and recorded using the approved database.
- Ensure volunteer training modules are current and that volunteer training is up to date.
- Establish a mentorship development program for growth and development of peer mentors.
- May be invited to participate in research projects with organizational approval.
- Assist in gathering content for the monthly peer newsletter.
- Other responsibilities as identified.

Qualifications:

Education:



- High School Diploma

Experience:

- Lived experience with a spinal cord injury, offering insight to support peers, advocate effectively, and enhance service delivery.
- 3-5 years' hands-on experience with persons who have physical disabilities and good working knowledge of the rehabilitation field.
- Experience in event coordination and volunteer management.

Skills and Abilities:

- Excellent organizational, interpersonal and communication skills.
- Experience with posting content on social media platforms.
- Proficient in Microsoft Office Suite.
- Experience with CRM or Database.

Mental Requirements:

- Able to self-regulate as responsibilities may elevate personal trauma and experiences due to lived experience.
- Knowledge and understanding of the impact of spinal cord injury on individuals, their support network, and the community.
- Proven history of collaboration and effective relationship building.
- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality.
- Self-motivated with the ability to multi-task, problem-solve, and prioritize responsibilities in a timely and efficient manner.
- Ability to lead with positivity while managing multiple deadlines and demands.
- Strong networking and social skills.
- Outstanding client-centred focus and stewardship capabilities.
- Exceptional written and oral communications skills.

Physical Requirements:

- Able to work in an office setting (sitting or standing) for 8 hours
- Available to lead occasional special events which may include longer hours (up to 10 hours)
- Flexible working hours depending on time and location of peer events.

General Expectations:

- Conducts all day-to-day activities in accordance with SCI-AB's vision and values.
- Reviews and adheres to SCI-AB's human resource policies and procedures.
- Adheres to high standards of ethical practice and confidentiality.
- Participates as a professional, positive, and supporting team member.
- Experience working in the non-profit sector an asset.



Working Conditions:

- Able to work in a typical office setting at a desk with computer equipment.
- Has an ergonomically correct remote office set up at home (not required if choosing to work in the office only).
- Can work independently and travel throughout the community using public transportation or private vehicle.
- Can visit hospitals, care facilities and meet clients at locations outside of the office setting (restaurants, parks, community centres, etc.)

Additional Requirements:

None Noted.