

James Madison University Writing Center

Peer Consultant Policies Addendum to the Employment Contract

As a Peer Consultant working for the University Writing Center and James Madison University, I agree to adhere to the following code of professional behavior and responsibilities.

Attendance and Punctuality

1. I agree to report on time to all schedule consulting shifts at the University Writing Center. I understand that being on time means being ready to tutor by the time of my first appointment. Being ready to tutor means that I have read the clients appointment form and any prior session reports. Being ready to tutor means that I have put away my personal belongings, and I am ready to work with the client.
2. I agree to report on time to all scheduled all-staff and small-group professional development meetings.
3. I understand that I am able to cancel a shift due to illness, emergencies, class-related conflicts (event required for class, rescheduled snow-day class, etc).

Hospitality

1. I agree to greet incoming clients and assist with the management of the UWC during my shifts, as needed. I understand that these duties are the primary responsibility of the designated greeter but that I will also be attentive to anyone entering the UWC. I understand that being attentive means looking up from a book, phone, or laptop to acknowledge the presence of visitors to the UWC and provide assistance if needed.
2. I agree to be courteous and friendly to all UWC visitors, even if they are not my clients, not UWC clients, or are simply lost.

Assessment and Feedback

1. I agree to file session reports for every session I conduct as a UWC Peer Consultant during my shifts. I understand that the 15 minutes between 45 minutes sessions is allotted, in part, for the completion of session reports. Only in rare instances, such as multiple walk-ins or difficult clients) should I be completing session reports after my shift. I understand that the absolute limit for completing a session report, only to be used in rare circumstance, is 12 hours after the session.
2. I agree to complete any employee survey given to me by UWC or Learning Centers faculty by the assigned deadline.
3. I agree to be observed by UWC faculty, other Peer Consultants, or consultants-in-training during any UWC shift.

Workplace Communication

1. I agree to respond to all request for information or input from UWC or Learning Centers faculty by the established deadline or within 24 hours if no deadline is given.
2. I agree to contact the UWC director and administrative assistant if I need to cancel a shift due to illness or other emergency.
3. I agree to make non-emergency requests for cancelling or rescheduling a shift at least two weeks before the requested schedule change would occur.
4. I agree to avoid talking about clients of the University Writing Center unless it is during a scheduled professional development meeting. I understand that complaining or making disparaging remarks about clients is never permitted.
5. I agree to inform a UWC faculty member about any client or colleague who appears threatening or who makes other UWC staff or clients uncomfortable.

Additional Administrative and Professional Development Responsibilities

1. I agree to meet with visiting UWC/Learning Center job candidates, participate in peer consultant or faculty interviews, and speak with other UWC visitors as requested by my supervisors.
2. I understand that I may be required to complete professional development or administrative work to complete during any shift hour for which there is no client scheduled. I understand that the UWC scheduling system keeps track of how many shift hours were spent in consultation and how many were unoccupied and that UWC faculty have access to this information. I understand that I may be asked to account for any hour block of time for which no client was scheduled.

I have read the above contract Addendum, and I agree to comply with the guidelines. I understand that any violation of the following code can result in immediate termination of the employee contract.

Signature: _____ Date: _____