

<b>CONTRACT PERIOD:</b>	<b>Fall:</b> Beginning of Residence Life Staff Training (mid to late August 2019) until 24 hrs. after last scheduled exam (December 2019). <b>Winter:</b> Opening of residences until noon on check-out day (April 2020).
<b>REMUNERATION:</b>	The hours expected of a Community Assistant vary according to the needs of the staff and the building community. Community Assistants will receive a stipend of \$4700.47/semester (currently under review), an RLS Meal Plan, and are guaranteed a single room in residence. Residence Assistants are responsible for covering their residence fees and will pay a RLS Room Rate.
<b>REPORT TO:</b>	Community Assistants will report directly to the designated supervisor who will provide training, support and assistance in the execution of the CA's responsibilities.

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### POSITION SUMMARY

Community Assistants (CAs) are senior staff members who are expected to act as mentors to other team members and fulfil additional duties associated with programming and community standards. In collaboration with the Senior Residence Assistants, Community Assistants act as a liaison between the staff team and the designated supervisor. As returning Residence Life Staff members, CAs are expected to develop quality working relationships with their colleagues. CAs are expected to demonstrate a commitment to Residence Life by working to create a sense of community that contributes to individual growth and student success. *The size and make-up of each Residence Life Staff team varies based on the unique characteristics of each building community. As such, the specific duties of a CA (and all other RLS positions, including the RLM) will vary slightly on different teams. In addition, the workload of a CA, and the nature of their duties, will vary throughout the year based on the academic schedule and needs of the students and staff team; however, it is anticipated that this position will require, on average, between 15-20 hours of work per week.* Due to the nature of the position, one full academic year as a member of Residence Life Staff is a requirement to apply.

### RESPONSIBILITIES

#### A. COMMUNITY STANDARDS

- Effectively document incidents and meetings in CoCo.
- Respond to minor student conduct issues in a timely fashion
- Meet with students and issue outcomes and restorative agreement letters to students in a timely fashion, after consultation with the designated supervisor.
- Maintain a minimum of 12 office hours per week to ensure adequate time to meet with students for conduct issues (including evening hours to meet the needs of residents) and be available to Staff.
- Manage roommate contracts and address community concerns (ex. roommate conflicts) at the discretion of the designated supervisor.
- Support and lead Residence Assistants in community mediation efforts, including community circles, at the discretion of the designated supervisor.

#### B. TEAM DEVELOPMENT

- Act as a mentor and role model to the Residence Life Staff.
- Offer advice and suggestions to the Residence Life Staff in programme development and community management.
- Follow-up with Residence Life Staff on any team dynamic issues that may arise and document appropriately.
- Be aware of individual and group needs within the Residence Life Staff and address with the designated supervisor.
- Attend weekly Staff meetings.
- Facilitate a Senior Section or attend Senior Section meetings on a rotating basis.
- Plan and participate in team socials.
- Encourage idea sharing, team building and a positive work environment amongst team-mates.

**C. CO-CURRICULAR LEARNING ENVIRONMENT**

- Plan, support, and implement Residence Life orientation and transition activities in collaboration with the RLMT.
- Assist the Residence Life Management Team in staff training as directed.
- Provide 1 staff teambuilding opportunity per month, in collaboration with Senior Residence Assistants
- Support the Residence Life Staff in the implementation of the Residence Enrichment Model and additional programming and keep the designated supervisor up-to-date about staff members' community development efforts.
- Plan and facilitate or support hall- and campus-wide programs.
- Practice risk management when planning and implementing programmes.

**D. COMMUNICATION & ADMINISTRATION**

- Read and familiarize yourself with any publications and training material distributed by SHS.
- Communicate regularly with the designated supervisor through weekly logs, meetings, drop-ins, email, voicemail and other documentation as required.
- Communicate regularly with Senior RAs and Residence Assistants to provide leadership and address team dynamic.
- Use CoCo to properly and promptly document incidents and the Residence Life Staff website for programming forms, community trackers and weekly logs.
- Report all facility issues to the Residence Desk and document in your weekly log.
- Ensure privacy is maintained with respect to residents' behaviour and incidents occurring in residence.

**E. ON CALL & EMERGENCY RESPONSE**

- Complete on-call shifts according to the schedule and fulfill responsibilities as outlined by your RLM.
- Check-in with the Desk and pick-up the on-call cell phone at the beginning of each on-call shift. Utilize proper cell phone usage protocol while on-call.
- Utilize the appropriate individuals while on call, including the designated supervisor On-Call.
- Maintain a strong understanding of, and communicate to residents about, the [Residence Community Living Standards](#) and respond appropriately to violations and to emergency and crisis situations as per response procedures.
- Maintain knowledge of all emergency procedures including fire drills, fire safety information, and participate in the fire watch system if requested by a designated supervisor.
- Demonstrate basic mediation and problem-solving resolution skills when addressing conflicts and community issues.

**F. ROLE MODELLING**

- Meet the expectations as outlined by the designated supervisor. Role model appropriate personal behaviour and academic success at all times.
- Develop positive relationships with Desk Staff, Housekeeping Staff and other members of the Residence community.

**G. ADDITIONAL DUTIES**

- Coordinate, attend, contribute to, and report on committees as assigned by the Residence Life Management Team (ex. New staff hiring).
- Additional duties as assigned by the designated supervisor, or designate.

**STATEMENT OF DECLARATION**

The health and safety of students, staff, and guests in the residence is a paramount concern for Student Housing Services (SHS). To provide such an environment, SHS employs various staff (e.g., Residence Life Staff [RLS], Guest Table Staff, Duty Staff, etc.) who demonstrate, through selection and performance management measures, superior capacity (a) as a role model, through compliance with expectations (i.e., Residence Community Living Standards [RCLS], Job Description, RLS Code of Conduct, and Employment Contract); and (b) to make independent decisions as a para-counselor to students in need and first-responder in crisis situations (in applicable positions).

In order to ensure quality applicants, SHS will review the residence history of all applicants, which includes, but is not limited to behavioural, conduct, and employment (some positions also must meet an academic standard). Applicants whose non-academic



## JOB DESCRIPTION F19-W20 COMMUNITY ASSISTANT

misconduct (i.e. violation of RCLS) or employment history are deemed to be above the acceptable threshold will not be invited to the interview phase. An applicant's behavioural history (i.e. personal wellness, mental health) is reviewed by a non-hiring manager at point of offer. Where there is a bonafide concern with an individual's behavioural history (based on the requirements of the job) an a) offer of employment will be conditional upon the applicant meeting specified expectations that ameliorate the concerns or b) an offer will not be made. Students on Residence Probation are ineligible to apply for SHS staff positions.