

CONTRACT PERIOD:	Fall: Beginning of Residence Life Staff Training (late August 2019) until 24 hrs after the last scheduled exam (December 2019) Winter: Opening of residences until noon on check-out day (April 2020).
REMUNERATION:	\$15.00 / hour (including vacation pay). Returning Lead Hand's receive the base pay + \$1.00/hour. All amounts are currently under review.
REPORT TO:	The Duty Staff – Lead Hand will report to the Residence Behaviour and Wellness Manager who will provide training support and assistance in the execution of their responsibilities.

POSITION SUMMARY

Duty Staff – Lead Hand are senior staff who have the same responsibilities as Duty Staff and additional responsibilities as mentors to other team members. Duty Staff – Lead Hand act as a liaison between the staff team and the Residence Behaviour and Wellness Manager. Duty Staff are responsible for late night coverage that supplements the RA on-call program on Thursday, Friday and Saturday nights. Duty Staff will respond to calls by the desk staff to check for propped doors, assist with guest tables, respond to calls regarding noise and general disruption. Duty Staff – Lead Hand are expected to work a minimum of 15 hours (3 shifts) per two-week pay period.

RESPONSIBILITIES

ROUNDS (75%)

- Conduct four sets of rounds (one set to be done with the RAs on call for the building) per shift.
- Check fire safety equipment and report if necessary.
- Look for maintenance concerns/issues and report to the desk.
- Respond to calls regarding noise and disruptive behaviour.
- Complete documentation so the appropriate ARLM can follow up.
- Check doors for propping and ensure they are secure.
- Liaise with RAs on call to ensure optimal coverage – keep them updated on atmosphere of building.
- Call RAs on call when dealing with a situation of interpersonal nature – roommate conflict, mental health, etc.
- Call ARLM on call in appropriate situations.
- Call in Campus Community Police in appropriate situations.
- Assist RLS as students return after a fire alarm evacuation.
- Have a working knowledge of the Residence Community Living Standards (RCLS).
- Build positive relationships with students in the hall.

EDUCATION (10%)

- Provide personal and fire safety education to students when appropriate.

TEAM DEVELOPMENT (10%)

- Act as a mentor and role model to Duty Staff members.
- Offer advice and suggestions to Duty Staff in On-Call situations and follow up.
- Assist with the recruitment, hiring, and training of the Duty Staff, as requested by the Residence Behaviour and Wellness Manager.
- Coordinate staff meetings at least monthly to facilitate a team environment and disseminate information.
- Facilitate a minimum of two staff socials per semester.
- Follow-up with Residence Life Staff on any team dynamic issues that may arise and document appropriately.

TRAINING and PD (5%)

- Participate in training as determined by the Residence Behaviour and Wellness Manager and the Associate Director, Residence Life

TRAINING AND COMMITMENTS

- Attend Duty Staff Training in August
- Assist in the facilitation of South-Wide meetings and lead Duty Staff meetings
- Participate in on-going training sessions as required
- Work at least 3 shifts per pay period (4 during Move-in/Orientation Week)
- Maintain high visibility during O-Week
- Participate in new staff recruitment and hiring as required by the Residence Behaviour and Wellness Manager or Associate Director, Residence Life

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 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.