

CONTRACT PERIOD:

Fall: Beginning of Residence Life Staff training (mid to late August 2024) until 24 hours after last scheduled exam (December 2024).

Winter: Opening of residences (January 2025) until noon on final check out day (April 2025).

REMUNERATION:

\$18.00/hour (including vacation pay). Returning lead hands receive the base pay + \$0.50/hour. All amounts are currently under review. Finalized amounts will be communicated in summer 2024.

REPORT TO:

The Duty Staff Lead Hand will report directly to the Residence Behaviour & Wellness Manager who will provide training, support and assistance in the execution of the Duty Staff Lead Hand's 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. The Duty Staff – Lead Hand acts 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. Typically, shifts are scheduled for Thursday, Friday, and Saturday nights in South residence however the days, hours, and location may vary to meet departmental need. 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. The Duty Staff – Lead Hand is expected to work a minimum of 15 hours (3 shifts) per two-week pay period (4 shifts during Move-in and Orientation Week). Due to the nature of the position, one full academic year as a member of Residence Life Staff is a requirement to apply, or significant outside leadership experience.

RESPONSIBILITIES**ROUNDS (75%)**

- Conduct four sets of rounds (two sets to be done with the RAs on call for the building) per shift.
- Build positive relationships with students in the hall.
- Check fire safety equipment and report deficiencies 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 Residence Life Management Team member 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 Residence Life Manager on-call in appropriate situations.
- Call in Campus Safety Office in appropriate situations.
- Assist RLS as students return after a fire alarm evacuation.
- Have a working knowledge of the Residence Community Living Standards (RCLS).

EDUCATION (5%)

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

TEAM DEVELOPMENT (15%)

- Act as a mentor and role model to Duty Staff members.
- Facilitate 1on1s with the Duty Staff team, in conjunction with the Residence Behaviour and Wellness Manager
- Create a monthly Duty Staff on-call schedule.
- Offer advice and suggestions to Duty Staff in On-Call situations and follow up.
- Assist with the recruitment, hiring, and training of 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.
- Attend and help organize Duty Staff training at the end of August 2024 and early January 2025.
- Participate in on-going training as required.

ADDITIONAL DUTIES

- 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 Registration & Door 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.