



JOB DESCRIPTION F15-W16
COMMUNITY LIFE FACILITATOR (Family Housing)

CONTRACT PERIOD: May 1, 2015 through to April 30, 2016. A contract will not normally be renewed for more than two years.

REMUNERATION: A Community Life Facilitator will receive a stipend of \$2240.00/semester (including spring/summer semester) (currently under review). CLFs will also receive an hourly wage starting at \$11/30/hour in addition to their stipend for administrative hours performed in the office. A CLF is responsible for covering their monthly rent in accordance with their tenant agreement.

REPORT TO: Community Life Facilitators (Family Housing or West Residence) report directly to the Community Life Manager (CLM) of Family Housing and West Residence.

POSITION SUMMARY

Community Life Facilitators are employees of Student Housing Services who reside within the Family Housing Areas or West Residence. The CLF position was created to provide an opportunity for current residents to become involved and engaged with their own community. CLFs act as mentors and offer support to student families and tenants while providing a key role in the facilitation of community development. CLFs also provide administrative and operational support by assisting with unit orientations and office hours.

As Family Housing and West Residence consists of a number of “interest groups’, Community Life Facilitators are responsible for the implementation and facilitation a “**community strategy**”¹ for one of our targeted interest groups across the family housing areas as well as providing support for day to day operations.

Interest Groups consist of the following but may be altered in order to best represent the community’s needs:

Interest Group	Population	Targeted Programming	Primary Objective
Children & Youth	Under 15	Evenings & Weekends Weekdays during holidays, march break or summer	Social/ Recreational
Families & Parents	All Ages	Evenings and Weekends Some Weekday	Social/Recreational Educational Awareness Resource Support
University Students (undergraduate and graduate)	Registered Students	Weekdays & Weeknights Some weekend & holiday/break	-Social /Recreational -Academic & Career Success -Personal Development/Wellness

¹ Community Strategy is a pre-established guide which outlines goals and desired outcomes of activities/events/initiatives for each interest group; balances intentional structured activities with flexibility for creativity and individual initiative; provides a common purpose and values; provides guidance to staff members on role and function

CORE COMPETENCIES AND RESPONSIBILITIES

A. COMMUNITY DEVELOPMENT AND SUPPORT

- Encourage and facilitate neighbourhood interactions and conversations
- Assist residents with community living and encourage residents to take an active role in developing and interacting within their community.
- Establish, develop and maintain an open relationship with each member of the community, regularly interacting with community members. Be available to community members regularly (particularly on evenings and weekends) and ensure personal availability is advertised.
- Be alert to the needs of new residents who move into the community at various points of the year. Personally deliver unit orientations and review welcome package to new residents within **two weeks** of move in. Note: CLFs are trained for all areas under Family Housing and are expected to share equally in unit orientations.
- Mediate conflicts between community members utilizing the tenants of a restorative approach. Explore all possibilities with residents and refer to Community Life Manager as necessary.
- Promote academics and lifestyle balance in the community with specific attention to academic success for registered students. Be familiar with academic and personal services on campus and in the Guelph community, utilize and refer residents as required, and recognize the need to establish a professional distance when working with community members.
- Be a positive member of the community and role model the applicable policies and procedures of Student Housing Service (may include but not limited to the SHS Tenancy Agreement or Residence Contract, West Residence Community Living Standards, Work Order Process, Residential Tenancy Act, etc...).
- Develop positive relationships with Facilities Staff and other members of the Residence community.

B. TEAM DEVELOPMENT

- Participate in opportunities for the team to socialize in a formal and informal setting.
- Encourage collaboration, idea sharing, team building and a positive work environment among team-mates.
- Addresses and resolves conflict in a positive manner and capable of handling a variety of group dynamics in a team environment.

C. CO-CURRICULAR LEARNING ENVIRONMENT

- Complete requirements as per the West Community Development Model or applicable Community Strategy for designated Interest Group and have a good understanding of their Interest Group's needs.
- Work to facilitate and implement assessment measures and practices with respect to community needs and activities.
- Complete the appropriate risk management process for all events or activities; obtain specific approval for medium to high risk events/activities.
- Support Campus-Wide programs throughout the course of the year.
- Facilitate 'House Chats' to increase neighbour and community connections. CLFs will typically visit five (5) units in their community each month and following a preplanned 'script' to support community development.

- Assist in the creation of the community newsletter and marketing initiatives to help encourage participation and awareness.

D. COMMUNITY MANAGEMENT

- Take a community-based approach to conflict and behaviour concerns by discussing 'impacts' and ways to rebuild or repair trust and relationships when appropriate.
- Within West Residence, follow appropriate practices when addressing behaviour contrary to the West RCLS and documenting appropriately (i.e Community Resolutions, Incident Reports). Address behaviour and/or conflict from a restorative lens when appropriate. Educate residents on the West Residence Community Living Standards and facilitate agreements as needed.
- Respond appropriately to safety concerns, emergency and crisis situations as per Student Housing Services and University policies and 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.
- Participate in the 'on-duty' monthly rotation to respond to urgent concerns or needs.
- Ensure privacy is maintained with respect to the behaviour and concerns of all residents.

E. ADMINISTRATIVE FUNCTIONS

- Attend bi-weekly staff meetings.
- Read and familiarize yourself with any publications and training material distributed by SHS.
- Communicate regularly with the designated supervisor through one on one meetings, drop-ins, email, voicemail and other documentation as required.
- Advise residents to report all facility issues and complete any necessary work orders.
- Set and maintain standard office hours as per the direction of the CLM and provide service support to residents.
- Follow and enforce the policies and procedures for key sign outs/lock-outs and ensure that departmental keys are kept safe and secure at all times. Follow all administrative procedures as required.

F. Time Commitment

- The hours expected of a Community Life Facilitator (CLF) vary according to the needs of families and the family housing operations, however typically a CLF in family housing will work between 10-15 a week (working a minimum of 10 hours per week). Hours do not including 'on-duty' rotation.
- Actively attend and participate in all required staff training as per CLM.

G. ADDITIONAL DUTIES

- Additional duties as assigned by the designated supervisor, or designate.



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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.

UPDATED AUGUST 14, 2015