



JOB DESCRIPTION F19-W20 RETURNING RESIDENCE ASSISTANT

CONTRACT PERIOD:	Fall: Beginning of Residence Life Staff Training (mid to late August 2019) until 24 hrs. after last scheduled exam (December 2019) Winter: Opening of residences until noon on check-out day (April 2020).
REMUNERATION:	The hours expected of a Returning Residence Assistant vary according to the needs of the community. Returning Residence Assistants will receive the RA base stipend of \$3808.30/semester plus an additional \$200/semester for each full year on staff in the same position, to a maximum of 3 years. The pay breakdown is as follows: Residence Assistant - \$3808.30/semester Returning Residence Assistant - \$4008.30/semester 3 rd Residence Assistant - \$4208.30 /semester Returning Residence Assistants are guaranteed a single room in residence, an RLS Meal Plan, and are responsible for covering their Residence fees and will pay a RLS Room Rate.
REPORT TO:	Returning Residence Assistants will report directly to the designated supervisor who will provide training, support and assistance in the execution of the RA's responsibilities.

POSITION SUMMARY

Returning Residence Assistants are senior students who are expected to act as mentors and offer support to students and staff living in their assigned community. They have responsibility for community management and community building, in addition to disseminating information from the University community, and providing information about their community to their designated supervisor. Returning Residence Assistants are expected to develop quality working relationships with their colleagues and are expected to demonstrate a commitment to Residence Life by working to create a sense of community that contributes to students' academic and personal growth.

RESPONSIBILITIES

A. COMMUNITY BUILDING AND EDUCATION

- Hold Community Meetings every 2-3 weeks in your community.
- Engage residents in dialogue to promote a sense of shared vision and expectations within the community.
- Using the Residence Education Model plan, assist residents with their understanding of community living, and encourage residents to take an active role in protecting, managing and building their own community.
- Using past experience with the Residence Education Model, provide informal support to aid in its successful implementation by new Residence Assistants.
- Establish, develop and maintain an open relationship with each member of your community, regularly interacting with each resident. Be available to residents regularly, particularly in the evenings and on weekends and provide information to them as to when you will be available.
- Be alert to the needs of new students who may transfer into the community at various points of the year.
- Mediate roommate and floor problems with the students involved and refer to (A)RLM and/or Residence Admissions as necessary.
- Promote academics and lifestyle balance in residence, and positively role-model a healthy work-life balance.
- Be familiar with academic and personal services on campus and refer students as required, understanding your own personal limits.
- Role model appropriate and healthy behaviour to student, upholding the Residence Community Living Standards.

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 teammates.
- Have an active role in addressing and resolving conflicts in a positive manner and handling a variety of group dynamics in a team environment.
- Role model appropriate behaviour to other staff, upholding all contractual obligations
- Actively communicate with the (Assistant) Residence Life Manager or Senior Team about concerns with team performance or dynamics.

C. CO-CURRICULAR LEARNING ENVIRONMENT

- Fulfill co-curricular requirements as per the Residence Life Residence Education Model



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- Practice risk management when planning and implementing programmes.
- Complete 1 Section/Building-Wide program and required alternative programming each semester.
- Support Hall Council and campus-wide programs throughout the course of the year.
- Facilitate and participate in Orientation Week activities.

D. COMMUNITY MANAGEMENT

- Take a community-based approach to addressing Residence Community Living Standard violations by discussing impacts and putting things right; developing a Community Resolution when possible.
- Complete on-call shifts according to the schedule and fulfill responsibilities as outlined by your (A)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.

E. ADMINISTRATIVE FUNCTIONS

- Attend weekly Senior/Wing Section and Monday Night Staff meetings.
- 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.
- Use online resources through the RLS website such as the Conduct Coordinator (MyCoCo) software to properly and promptly document incidents, and online logs to record programmes and on-call activities.
- Appropriately summarize Community Resolutions (using an informal voice) and Incident Reports (third-person voice) in a timely manner as per training and team expectations for consistency.
- Ensure privacy is maintained with respect to residents' behaviour and incidents occurring in residence.
- Report all facility issues to the Residence Desk and document in your weekly log for your (A)RLM to review.
- Develop positive relationships with Desk Staff, Housekeeping Staff and other members of the Residence community.

F. 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 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 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.