#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Residence Life Coordinator

**Job Number:** A-145 | VIP: 1338

**Band:** OPSEU- 8

**Department:** Student Housing

**Supervisor Title:** Manager, Residence Life

**Last Reviewed:**  June 15, 2022

#### **Job Purpose:**

The Residence Life Coordinator is responsible for the administration of the residence life program in an assigned College(s) and fosters a sense of community and support for students in their building(s) of responsibility. Key roles include establishment of collaborative goals that challenge and support individual and community development including staff training, supervision, and evaluation; implementation of programs to promote student learning through partnerships with members of the college and campus communities and individually; promotion of active student learning through regular interaction with students and student groups. The Residence Life Coordinator lives on campus in a designated University apartment and is part of a 24/7/365 on-call rotation.

#### Key Activities:

**Community Development & Student Learning**

1. Oversee the delivery of the programs, activities, and services implemented by their student staff as part of the Residence Learning Model.
2. Develop outcomes-based programs/initiatives that build safe and thriving residence communities based on the Residence Learning Model curriculum.
3. Implement EDI best practices in community development to ensure students feel safe and welcome.
4. Attend programs, community meetings and be present regularly in the community (i.e. host office hours, outreach) to build relationships with students and remain attentive to community needs.
5. Actively promote all opportunities for student participation in college life including academic, educational, and social programs sponsored by residence life staff and the College office.
6. Respond to student inquiries and concerns directly through one-on-one meetings and indirectly as a supervisor in consultation with Dons.
7. Counsel students with personal, academic and career concerns and make appropriate referrals to campus resources.

**Student Conduct, Success & Emergency Response**

1. Assist Residence Life Dons in setting standards and norms within communities that supplement the residence standards.
2. Follow up on or investigate violations of the Residence Standards. This includes low to high level incidents that may include severe mental health or sexual violence.
3. Meet with students to support and triage crises and refer to appropriate certified professionals.
4. Meet with students to investigate and review behaviour, assess level of responsibility, and develop outcomes, using, developmental and/or restorative approaches as appropriate.
5. Ensure timely, accurate, and comprehensive documentation of student contact, agreements, outcomes and plans in the StarRez database.
6. Collaborates on or refers high-level cases to the Residence Conduct Coordinator as appropriate.
7. Respond to crisis situation as a first responder to assess situations and initiate appropriate procedures or protocols.
8. Consult with the Manager-on-call for any high-risk situations or where additional guidance and support is needed.
9. Provide after-hours response support (24/7/365 on-call rotation) to students to promote community building, health, environmental, community, and student safety.

**Staff Supervision & Support**

1. Leads portions of the annual selection process for Housing student staff, including recruitment, interviewing and selection.
2. Contributes to the development and implementation of training and in-service training for student staff, throughout the employment term.
3. Provide direct supervision to between 5-20 Student employees, including hiring, managing, discipline (i.e. warnings, letter of expectation, probation – consults with the ADRLE on terminations).
4. Conduct regular performance evaluations of staff that ensures opportunities for student input and feedback and for staff development.

**Other**

1. Approve, track and responsible for program budgets for Don programming, Residence Councils and staff appreciation.
2. Maintain confidential conduct and human resource files in accordance with institutional policy.
3. Assist with Residence Council operations.
4. Assist with the department wide initiatives and other departmental processes that support student residence communities (i.e. move in/out, addressing facilities/operational needs, special projects) as necessary.
5. Assist with Open House and prospective student recruitment events.
6. Other duties as assigned.

#### Education Required:

* Honours Degree (4 year).
* Preference will be given to candidates with a Graduate Degree and/or with a focus in related fields including, but not limited to, Education, Social Work, and Psychology.

#### Experience/Qualifications Required:

* A minimum of two years’ experience in a residence student leadership position is required.
* Two years’ experience in responding to residence crisis situations.
* Two years’ experience in relating to students and supporting student success.
* Excellent communication and interpersonal skills.
* Demonstrated ability to exercise judgement and use initiative in applying and interpreting a variety of procedures, policies, and practices.
* Good writing skills.
* Must be proficient in the use of computer applications such as intermediate level word processing, spreadsheets, and database applications.
* Ability to work independently and as a team player.
* Demonstrated skills in, and commitment to, customer service and continuous improvement.
* Criminal Records Check, including a Vulnerable Sector Check will be required as a condition of employment.
* Must be available weekends and evenings to for regular office hours and after-hours responsibilities and for weekend on call on a rotational basis.
* Ontario G class drivers licence or equivalent.

#### Supervision:

* Supervise and direct the activities of 5 – 20 student employees.

#### Additional Information:

The RLC position is “live-in”. The apartment includes high speed internet access to a computer, and all utilities. The department also supports the professional development of RLC staff.