

CONTRACT PERIOD:

Fall: Beginning of Residence Life Staff training (mid August 2025) until 24 hours after last scheduled exam (December 2025).

Winter: Opening of residences (January 2026) until noon on final check out day (April 2026).

REMUNERATION:

The hours expected of a Community Assistant vary according to the needs of the community.

Community Assistants will receive a stipend of \$12,121.74*/year (under review) and a Residence Life Staff (RLS) Meal Stipend (valued at the cost of the Basic Food Dollars of a Minimum sized meal plan for the academic year - \$4200.00* for 2024-2025).

Community Assistants will also receive a stipend for participation in August Residence Life Staff training. This stipend is commensurate to time spent at training. For the 2024-2025 year, the training stipend was approximately \$1150.00*. *Note: The length of the training period for August 2025 may differ from the length of the training period for 2024.*

Community Assistants are responsible for paying their Residence fees and will pay a standard RLS Room Rate regardless of building assigned. This rate is equivalent to the lowest single room type rate for 2025-2026. The residence room rate for 2024-2025 was \$9,420.00*. Community Assistants are guaranteed a single room in residence.

***All amounts above are under review.** Finalized room rate and stipend amounts for the 2025-2026 contract year will be communicated in summer 2025.

REPORT TO:

Community Assistants will report directly to the designated supervisor who will provide training, support, and assistance in the execution of the CA's responsibilities.

POSITION SUMMARY

Community Assistants (CAs) are senior staff members who are expected to act as mentors to other team members and fulfill additional duties associated with programming and community standards. In collaboration with the Senior Residence Assistants, Community Assistants act as a liaison between the staff team and the designated supervisor. CAs are expected to develop quality working relationships with their Residence Life Staff colleagues. CAs are expected to demonstrate a commitment to Residence Life by working to create a sense of community that contributes to individual growth and student success. *The size and make-up of each Residence Life Staff team varies based on the unique characteristics of each building community. As such, the specific duties of a CA (and all other RLS positions, including the RLM) will vary slightly on different teams. In addition, the workload of a CA, and the nature of their duties, will vary throughout the year based on the academic schedule and needs of the students and staff team.* 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

A. COMMUNITY BUILDING AND EDUCATION

- Effectively document incidents and meetings in StarRez.
- Respond to minor student conduct issues in a timely fashion.
- Meet with students and issue outcomes and restorative agreement letters to students in a timely fashion, after consultation with the designated supervisor.
- Maintain a minimum of 12 office hours per week to ensure adequate time to meet with students for conduct issues (majority of evening hours to meet the needs of students) and be available to Staff.
- Role model office professionalism during set office hours by utilizing the time to accomplish role related responsibilities and initiatives.

B. TEAM DEVELOPMENT

- Act as a mentor and role model appropriate behaviour to other staff, upholding contractual obligations. Follow-up with Residence Life Staff on any team dynamic issues that may arise and document appropriately.
- Attend weekly Senior Team and Monday Night Staff meetings.
- Facilitate a Senior Section or attend Senior Section meetings on a rotating basis.
- Actively communicate with the Residence Life Manager and/or Senior Team about concerns with team performance or dynamics.
- Organize 1 team social per month (in collaboration with the Senior Team) and 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.
- Be Familiar with the importance of addressing and resolving conflicts in a positive manner and handling a variety of group dynamics in a team environment.

C. CO-CURRICULAR LEARNING ENVIRONMENT

- Plan, support, and implement Residence Life orientation and transition activities in collaboration with the RLMT.
- Assist the Residence Life Management Team in staff training as directed.
- Meet with Residence Life Staff 1on1 to discuss the planning of and debrief of program development and community management (ex. Two 1on1 meetings per Community Experience).
- Support the Residence Life Staff in the implementation of the Residence Enrichment Model and additional programming and keep the designated supervisor up to date about staff members' community development efforts.
- Participate in on-going scheduled professional development for the CA role.
- Plan and facilitate or support hall- and campus-wide programs. This also includes hall specific initiatives each month to address needs of the community.
- Practice risk management when planning and implementing programs.

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 the designated supervisor. This also includes daytime on-call shifts at peak times during the year (such as Homecoming, Halloween, and St Patrick's Day), and 24 hour on-call shifts during exam period.
- Complete more on-call shifts early in the Fall semester to help support and mentor New Residence Assistants in their on-call skills.
- Check-in with the Desk and pick-up the on-call 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 students about the *Residence Community Living Standards* and respond appropriately to violations and to emergency and crisis situation 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.
- Manage roommate contracts and address community concerns (ex. roommate conflicts) at the discretion of the designated supervisor.
- Support and lead Residence Assistants in community mediation efforts, including community circles, at the discretion of the designated supervisor.
- Use StarRez to properly and promptly document incidents and capture all student meetings notes from managed incidents accordingly.
- Ensure privacy is maintained with respect to students’ behaviour and incidents occurring in residence.

E. ADMINISTRATIVE FUNCTIONS

- Fulfill Residence Life portfolios through the year (both Fall and Winter semester) as assigned by the designated supervisor or designate.
- Read and familiarize yourself with any publications and training material distributed by SHS.
- Communicate regularly with the designated supervisor through weekly 1-on-1 meetings, drop-ins, email, voicemail and other documentation as required to keep the designated supervisor updated on the community.
- Use online resources through the RLS Courselink page such as the StarRez software to properly and promptly document incidents, and online reports to record programs 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 students’ behaviour and incidents occurring in residence.
- Report all facility issues to the Residence Desk and document in on-call reports for RLMT review.
- Develop positive relationships with Desk Staff, Housekeeping Staff and other members of the Residence community.
- Meet the expectations as outlined by the designated supervisor. Role model appropriate personal behaviour and academic success at all times.

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 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, 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.