

CONTRACT PERIOD:	Fall: Beginning of Residence Life Staff Training (mid to late August 2021) until 24 hrs. after last scheduled exam (December 2021) Winter: Opening of residences until noon on final check-out day (April 2022).
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 Residence Life Staff 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. *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 Residence Assistant (and all other RLS positions, including the RLM) will vary slightly on different teams.*

RESPONSIBILITIES

A. COMMUNITY BUILDING AND EDUCATION

- Hold Community Meetings in the community as described (at minimum) in the Residence Enrichment Model.
- Engage students in dialogue to promote a sense of shared vision and expectations within the community.
- Using the Residence Enrichment Model, assist students with their understanding of community living and encourage students to take an active role in protecting, managing and building their own community.
- Using experience with the Residence Enrichment 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 the community, regularly interacting with each student. Be available to students regularly, particularly in the evenings and on weekends and provide information on availability.
- 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 the limits of the role.
- Role model appropriate and healthy behaviour to students, 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 Enrichment Model
- Develop and deliver community-based programs, this will include both proactive programs as outlined in the Residence Enrichment Model as well as reactive programs to respond to the needs of the community.
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- Practice risk management when planning and implementing programs.
- Participate in the planning and execution of Senior Section/Building-Wide programs and required alternative programming each semester.
- Support Interhall 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 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 Assistant in their on-call skills.
- 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 students 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 Section and Monday Night Staff meetings.
- Attend program planning/debrief meetings with your ARLM or Community Assistant.
- 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 community reports, 1-on-1 meetings (bi-weekly at minimum), 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.

F. ADDITIONAL DUTIES

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



JOB DESCRIPTION F21-W22 RETURNING RESIDENCE ASSISTANT

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.