
Residence Life Orientation Lead – Roles & Responsibilities 2019 - 2020

Nature and Scope

A key priority of the Residence Life (Student Success & Engagement, and Campus Services departments) program at Humber College (“Humber” or the “College”) is to ensure that all students in residence have the opportunity to learn and grow in a supportive, diverse environment. The aim of this document is to ensure that all staff act in accordance with this key priority and in line with the values of the Residence Life program. This document serves to outline the additional expectations for staff behaviour while working in residence, particularly with respect to their role modeling, and community, student, and teammate interactions.

Humber’s Residence Life program has a legal obligation to safeguard the health and safety of students, staff, and guests in the College’s residences. To fulfil this obligation, the Residence Life program is committed to employing staff who demonstrate, through selection and performance management measures, superior capacity:

- (a) as a role model, through compliance with expectations outlined below, in all College policies, and several other applicable documents, which may be amended as necessary (i.e. changes to College policies, laws, etc.) from time to time [e.g. the Position Description, Non Full Time (NFT) contract, etc.], and,
- (b) through satisfactory conduct and behaviour; and,
- (c) By making independent decisions as a mentor and para-advisor to other staff.

Identifying Concerns & Sharing Information

As applicable, Residence Life Orientation Leads shall proactively approach their assigned supervisor (the Residence Life Coordinator) and self-identify any performance challenges, incidents and personal challenges they are encountering with work. Identifying a concern or sharing information should be done one-on-one with the Residence Life Coordinator directly. As trained, Residence Life Orientation Leads are encouraged to address minor concerns directly with teammates if comfortable, but should seek guidance from their Residence Life Coordinator if they believe the concern is more serious and/or requires additional support.

Academics

Residence Life Orientation Leads are required to be full-time students at Humber College or the University of Guelph-Humber. All staff are required to maintain an average of at least 70% each term, as well as a cumulative average of 70% overall. Academic grades will be checked at the end of each semester. If a Residence Life Orientation Lead fails to obtain the required average for their position at the completion of any semester, the staff member will either be placed on Learning Support (as described below), or be subject to disciplinary action, up to and including the termination of their employment.

Learning Support

If, at any time of the year, a staff member falls below the required average (by no more than 2%), the Residence Life Coordinator will meet with the staff member to discuss their academic standing. At that point, the staff member will typically be placed on Learning Support. The Residence Life Coordinator will clearly outline the conditions of the Learning Support Agreement in a meeting with the staff member. The Residence Life Coordinator may additionally require, for example, the staff member to:

- Attend a Learning Skills Workshops session
- Meet with an academic counselor.
- Meet with a program coordinator/advisor.
- Complete a Learning Support Goals Worksheet.

1. Role Modeling

- i. Residence Life Orientation Lead must be professional. They are expected to be leaders, role models, and authority figures within the residences and the College community. Residence Life Orientation Lead must recognize that their position affords them a level of influence over students in the residence, other staff working for Residence Life, and this influence must not be abused. Accordingly, Residence Life Orientation Lead should not behave in such a way as to bring discredit or disrespect to their fellow staff or other members of the College community.
- ii. Residence Life Orientation Lead must ensure they foster and engage in respectful conduct, affiliations, and online interactions with others. Residence Life Orientation Leads are required to maintain the utmost discretion in all interpersonal matters, respecting every resident's right to privacy.
- iii. Humber's Sexual Assault and Sexual Violence Policy (2018) states that consent "cannot be given if the perpetrator abuses a position of trust, power or authority" (pp. 2-3). Because Residence Life Orientation Leads can be viewed as authority figures within the residence, and have a level of influence over residents, they are expected to refrain from entering into intimate/sexual relationships with other residence students in their immediate community. Residence Life Orientation Leads are expected to declare any conflicts of interest, pre-existing sexual relationships with any community members, and/or developing relationships of a romantic or sexual nature immediately to their Residence Life Coordinator.
- iv. While on duty, or while acting in any capacity of the role, Residence Life Orientation Leads language and behaviour must be inclusive, professional, appropriate, and respectful at all times.
- v. Under no circumstances should Residence Life Orientation Leads confront, argue, or show disrespect towards another staff member, particularly in the presence of residents. In the event of any disagreement, Residence Life Orientation Leads are expected to follow up afterwards to discuss the matter in private.
- vi. Residence Life Orientation Leads must not use posters, signage, language, products, or wear clothing that displays, degrades or ridicules any identifiable group or persons.

2. Approachability, Availability, & Accessibility

- i. Residence Life Orientation Leads should be available to other staff regularly, and provide information to staff as to when they will be available. Residence Life Orientation Leads will have either 24 consecutive hours (one day) off work each week, or 48 consecutive hours (two days) off every two weeks, as required by law. This time off will be coordinated in consultation with the

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Residence Life Coordinator. If a staff member does not request their time off, the Residence Life Coordinator will assign this time off for the staff member.

- ii. Residence Life Orientation Leads must ensure their role is not compromised by a constant person, or constant group of people in their office. A person or group of people who are monopolizing the Residence Life Orientation Lead's time may intimidate, turn-off, or repel a community member from entering, knocking, or simply asking a question.

3. Confidentiality

- i. Any resident and staff information that is known of, and/or acquired, will be managed in accordance with the Freedom of Information and Protection of Privacy Act, as applicable. Because of this, parents/guardians of the staff member will not be privy to information regarding a staff member's employment or residence status. Residence Life Orientation Leads may at times be provided with information on a "need to know" and confidential basis.
- ii. All incidents are deemed confidential, and are only to be discussed with the necessary personnel. Residence Life Orientation Leads are expected to maintain a high degree of confidentiality in regards to resident and staff-related matters. In many cases the information exchange will be required to move up the supervisory chain, but not out through the peer chain.
- iii. Information sharing such as unapproved discussions, gossip, or other inappropriate communication about residents, incidents, sanctions, crimes committed on campus or in residence, is deemed a breach of confidentiality, and disciplinary action may be taken.

4. Alcohol, Cannabis & Illegal Substances

- i. Residence Life Orientation Leads must not drink alcohol or use cannabis or any other illicit drug irresponsibly, to excess, in contravention of the laws of the land, or in violation of the Residence Code of Conduct or the Code of Student Conduct. It is expected that Residence Life Orientation Leads will not possess or use illegal substances during the term of their employment.
- ii. Residence Life Orientation Leads are expected to refrain from acting in any official capacity when they are under the influence of alcohol, cannabis, or any other illicit substance or drug that may cause impairment. For greater clarity, "official capacity" is not limited to work during scheduled shifts. Residence Life Orientation Leads who are impaired by alcohol, cannabis, or any other substance, must remove themselves from any situation where they are acting as a representative of the Residence Life program and Humber College. It is expected that Residence Life Orientation Leads will call for assistance if necessary. This policy (i.e. refraining from acting in any official capacity while under the influence of the mentioned substances above) applies to all aspects within the role, including but not limited to, floor events, activities off-campus, and while living in the residence environment.

5. Residence Welcome Crew Volunteers

- i. Residence Life Orientation Leads are responsible for overseeing the recruitment, training, and co-supervision of student volunteers, with Residence Life Coordinator oversight, as part of move-in day and orientation programming. This involves the ability to recruit, train, mobilize, and oversee

returning resident volunteers, athletic/varsity volunteers, orientation leader volunteers, and interested Humber/ Guelph-Humber students.

- ii. Residence Life Orientation Leads will recruit and communicate via social media and email to all volunteers to ensure they are engaged in the Residence Orientation planning, as well as stay updated on important dates.
- iii. Residence Life Orientation Leads will be the main point of contact for volunteers during move-in day and residence orientation programming. Residence Life Orientation Leads are also responsible to schedule and track volunteer hours to ensure appropriate incentive tickets are given out.

6. Residence Orientation Programming

- i. Residence Life Orientation Leads will collaborate with each other to plan, coordinate, and implement the entire Residence Orientation programming at both North and Lakeshore campuses. Residence Orientation will start Sunday, August 25, 2019 and end September 10, 2019.
- ii. Residence Life Orientation Leads will attend all Residence Orientation events, from set up to take down, unless previously approved by Residence Life Coordinator. There needs to be at least 48-hour notice prior to this approval.
- iii. Residence Life Orientation Leads are responsible for planning a budget of \$10,000 and tracking spending of all programming supplies and materials. This detailed budget will be submitted to the Residence Life Coordinator supervisor on a bi-weekly basis. All receipts are expected to be scanned and saved in the secure Residence Life Orientation Lead folder.
- iv. Residence Life Orientation Leads will deliver a thorough Residence Orientation events training for the Residence Life Staff and Residence Welcome Crew volunteers. During this time, working schedules will be provided, event scripts reviewed, and expectations delivered.
- v. Residence Life Orientation Leads are expected to collaborate and communicate with the Residence Life Management Team in the development and implementation of Residence Orientation programs and logistics.
- vi. Residence Life Orientation Leads are encouraged to share ideas with each other, create a positive work environment, and establish a collaborative and supportive work relationship together.

7. Administrative Standards

- i. Residence Life Orientation Leads will ensure that all required reports, logs and documents (Programming Logs, Weekly Reports, Time Management entries, etc.) be submitted in a timely manner, as outlined during training.
- ii. Residence Life Orientation Leads will endeavour to reply to emails (both students and staff) within 24 hours, unless otherwise indicated.
- iii. Residence Life Orientation Leads must attend, punctually and attentively, all staff meetings, and training sessions. Permission to miss a scheduled event may only be given by the Residence Life Coordinator, prior to the meeting/event.

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- iv. Residence Life Orientation Leads should check in regularly, via scheduled one on ones, with their Residence Life Coordinator.

8. Weekly Work Expectations & Payment for Work

- i. Work within the Residence Life Orientation Lead role is more variable, given the time of year and expectations within the role (e.g. training, Residence Orientation, etc.). Although hours may vary as required, typically, Residence Life Orientation Leads will be expected to work an average of 24 hours each week over the course of the summer and early fall semester. If there is any possibility or concern that a Residence Life Orientation Leads may work more than 24 hours in a given week or 48 hours in a two-week pay period, the Residence Life Orientation Lead is expected to notify the Resident Life Coordinator as soon as possible and, together, they will consider how best to resolve the issue.

9. Team Development

- i. Residence Life Orientation Leads will act as a resource, mentor, and role model to the Residence Life Staff and Residence Welcome Crew volunteers. Residence Life Orientation Leads will work to support and create an environment that promotes inclusive and cohesive team dynamics.

10. Hours & Compensation

- i. For the duration of the contract, which starts on Monday, April 29, 2019, and ends on September 10, 2019. The salary for Residence Life Orientation Leads will be \$14.00 per hour, plus 4% vacation pay, less all applicable withholding and deductions, paid on a biweekly basis.
- ii. As trained, Residence Life Orientation Leads will be expected to document, and share with their RLC, all hours worked within the role on a biweekly basis, including the dates, times, and the nature of work completed. Staff will also be expected to input their hours for approval in the College's payment system on a biweekly basis. Hours will be verified and approved by the Residence Life Coordinator. If hours are not entered by the individual, they will not be paid. If hours are not entered on time (as trained), Residence Life Orientation Lead's will not be paid on schedule.
- iii. Some days anticipate that the Residence Life Orientation Leads may be asked to work more than eight (8) hours per day (Pre-Service Training in August, Residence Orientation, etc.). In order to ensure that staff are open and agreeable to working on these occasions, we have prepared an "Excess Hours Agreement" form for staff to review.

11. Training & Additional Expectations

- i. Residence Life Orientation Leads must complete any online summer learning modules by May 3, 2019. These modules include:
 - The College's online AODA training program
 - Additional tasks as outlined in the summer newsletter

Residence Life Orientation Leads are required to reach out to their Residence Life Coordinator as soon as they become aware of any potential conflicts with training.

- ii. Residence Life Orientation Leads must be present and attend the following:

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- i. April 29, 2019 – training day
- ii. August 25, 2019 “move-in day” events

12. Accommodations

Should you require employment accommodation, please contact the Residence Life Manager at 416-675-6622 Ext. 74232.

13. Breach of Contract

Violations or non-performance of core duties and expectations, as may be articulated by supervisors or set out in this document, may give rise to disciplinary action up to and including suspension or termination of employment. Such discipline may, for example, be required in situations where (a) non-performance is deemed serious, disruptive to the community, or a violation of health, safety, or security for residences, guests, or staff; or (b) concerning behaviour persists despite coaching conversations. It is important to note that inappropriate conduct in residence or on campus *at any time* may jeopardize the ability of the College to continue to employ you. Termination provisions are outlined in the ‘Terms and Conditions of Employment’ on the back of your employment contract.

Notwithstanding the potential need for disciplinary action to be taken in certain situations, Residence Life Coordinators will generally strive to support Residence Life Orientation Leads and attempt help to remediate performance issues and employ a progressive approach to discipline.

For greater certainty, disciplinary action will be taken, if mandatory training is not complete, if concerns exist for academic success, or if the staff member no longer has student status with Humber College or The University of Guelph-Humber.

Further, the direct supervisor may require that staff comply with additional requirements, to be summarized in a written letter. When such a letter is provided, it will be considered part of this employment contract, and staff will be expected to comply with its directives.

When an employment contract with Humber Residence Life has ended, the staff member will be required to transition to another residence community, other than the immediate floor community they are in.

I have reviewed, understood, and will abide by the expectations outlined in this document. I have been given an opportunity to obtain legal advice with respect to the terms and conditions herein, and execute this document freely and voluntarily with full understanding of its contents.

Name: _____

Signature: _____

Date: _____

CC: HR file

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