HUMBER

UNIVERSITY OF GUELPH HUMBER

Resident Assistant Position Description

POSITION OVERVIEW:	
Department:	Student Success & Engagement – Residence Life
Campus:	☒North ☒Lakeshore ☐ Orangeville
Work Hours	Variable hours per week, Maximum of 24 hours each week (exception- training weeks, residence orientation week)
Requirements:	All Residence Assistants are required to live in Residence. Please note: this position requires that at least one (1) academic year of post-secondary study. Additional details for this position will be provided during training. For workplace accommodation requirements, please contact Phil Legate, Manager of Residence Life, to facilitate the process (email: phil.legate@humber.ca) Domestic students are required to gain work-study approval prior to starting the position.

POSITION SUMMARY:

Resident Assistants are students who are expected to act as mentors and offer support to students living in their assigned community. They have responsibilities in the areas of coaching and supporting residents, community management and community building, in addition to being an information source and support for various other campus and residence service providers. A Resident Assistant's primary responsibility is to promote a positive Residence community in accordance with the philosophies of Humber Residence Life and the Residence Life Management Team.

POSITION RESPONSIBILITIES:

COMMUNITY DEVELOPMENT & MANAGEMENT

- Establish, develop, and maintain an open relationship with each member of your community, regularly interacting with each resident
- Be available and visible to residents
- Encourage residents to take an active role in protecting, managing, and building their own community
- Assist residents with their understanding of community living
- Promote academics and lifestyle balance in the Residence
- Utilize equity, diversity, and inclusion training when facilitating programs and developing community/relationships
- Be familiar with academic and personal services on campus, and utilize and refer students as required with an understanding of one's own personal limits
- Be an effective peer helper to students as appropriate and within own personal limits

- Encourage residents to understand safety issues and concerns on and off campus
- Understand, role model, and enforce the Residence Code of Conduct
- Encourage and support residents with their involvement within Residence and on campus
- Hold monthly floor meetings (unless otherwise specified by your Residence Life Coordinator)

INDIVIDUAL ONE ON ONE CONVERSATIONS & CHECK-INS

- Schedule and complete Individual One on One Conversations or Check-Ins with each resident in your assigned community, as outlined in the Transition Support Model
- Use effective coaching skills to support students and explore resolutions to current issues

TEAM DEVELOPMENT

- Attend weekly staff meetings
- Participate in all mandatory team socials and events
- Encourage idea sharing, team building, and a positive work environment amongst teammates

PROGRAMMING

- Complete all programming requirements as outlined in the Transition Support Model
- Participate in and attend programs throughout the course of the year
- Facilitate and participate in Residence Orientation Week and Frost Week activities
- Document all programs and regular floor activities promptly

COMMUNICATIVE & ADMINISTRATIVE

- Communicate with residents regarding the Residence Code of Conduct, and any additional policies or procedures as determined by the Residence Life Management Team
- Communicate effectively with the Residence Life Coordinator through weekly meetings, email, and 1 on 1 forms
- Document all incidents fairly, consistently, and properly
- Report all facility issues through the Star Rez maintenance portal
- All resident and staff information, including incident reports, is confidential, is only to be shared with the Residence Life Coordinator or Manager, and will be managed in accordance with the Freedom of Information and Protection of Privacy Act, as applicable

ON CALL & EMERGENCY RESPONSE

- Maintain a solid understanding of the Residence Code of Conduct and all emergency procedures
- Respond to emergency and crisis situations
- Develop positive relationships with Front Desk Staff and Public Safety
- Assume on-call shifts according to schedule, and conduct responsibilities as outlined by your Residence Life Coordinator and as described in RLS training
- Access the appropriate individuals while on call, including the Residence Life Coordinator on call
- Conduct rounds while on call

ROLE MODELLING

- Role model appropriate personal and professional behaviour at all times

- Role model attention to academic success

ADDITIONAL DUTIES

- Assist with Humber and Guelph-Humber Open Houses (Fall & Winter) as directed by the Residence Life Coordinator
- Participate in Residence Life Staff hiring and recruitment initiatives
- Complete Fall and Winter room inspections for your assigned community
- Participate in Move-In Day
- Assist with the recruitment of Humber Residence Council and Healthy Living Committee members
- Additional duties as assigned by the Residence Life Coordinator, or designate

TRAINING

- Residence Life pre-service training (includes online modules)
- In-Service Training
- Winter Residence Life Staff Training
- Attend any other training sessions or workshops as required by the Residence Life Coordinator
- All mandatory Humber College training modules and programs (e.g. AODA, Health and Safety, Pathways to Human Rights)

PRE-EMPLOYMENT REQUIREMENTS:

- Certification in Emergency First Aid and CPR Level “A” (or higher) must be obtained by candidate prior to start of contract.

COMPETENCIES

Residence Life is looking for candidates who possess a variety of skills and are seeking to continue their personal development. This position provides the opportunity to develop the following competencies.

Communication	☒	Program Development	☒	Role Modelling	☒
Social Responsibility & Engagement	☒	Relationship Building / Community Development	☒	Critical Thinking & Problem Solving	☒
Collaboration	☒	Resourcefulness	☒	Digital Literacy	☐
Personal Leadership	☒	Equity, Diversity & Access	☒		

PERFORMANCE STANDARDS

- Demonstration of good judgement and leadership
- Communication to/with the Residence Life Coordinator
- Role modelling appropriate behaviour
- Demonstration of visibility and availability to students
- Completion of One on One Individual Conversations and Check-Ins with each resident in the assigned community as outlined in the Transition Support Model
- Demonstrated understanding of the Residence Code of Conduct and follow up with residents on policy violations
- Adherence to written and verbal regulations and protocols established by the Residence Life Management Team and Residence Administration
- Assume responsibility during on-call shifts, and report to the front desk

punctually at the beginning of each shift • Regular attendance at all staff meetings • Participation in one on one meetings with the Residence Community Assistant and/or Residence Life Coordinator • Conducting regular floor meetings • Timely documentation of incidents, floor happenings, and other issues in Star Rez • Prompt return on communication with residents, Residence Life Management Team, and other academic administrators • Participation in team building/development activities and programs • Responsible for adherence to Appendix A, attached to this document
OUTSIDE EMPLOYMENT COMMENTS
Resident Assistants are expected to give the responsibilities of the position priority over all other activities except those which pertain to their academic success.
ACADEMIC COMMENTS
Resident Assistants are required to be full-time students at Humber College or the University of Guelph-Humber. All Resident Assistants are required to maintain an academic 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 term. Staff members should speak with their Residence Life Coordinator regarding conflicts between the position and their academic success.

The incumbent may add this position to their Co-Curricular Record. Visit: humber.ca/student-life/ccr for more information.

I have read and understood the Position Description as described above.

Signature: _____

Printed Name: _____

Date: _____

Appendix A
Resident Assistant – Professional Expectations

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 both living and 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 Room & Dining Agreement, Residence Code of Conduct, 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 students in need and as a first-responder in emergency situations.

Identifying Concerns & Sharing Information

As applicable, Residence Life Staff (RLS) shall proactively approach their assigned supervisor, the Residence Life Coordinator (RLC), 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 RLC directly. As trained, RLS are encouraged to address minor concerns directly with teammates if comfortable, but should seek guidance from their RLC if they believe the concern is more serious and/or requires additional support.

1. Role Modeling

i. RLS must be professional. They are expected to be leaders, role models, and authority figures within the residences and the College community. RLS must recognize that their position affords them a level of influence over students in the residence, and this influence must not be abused. Accordingly, RLS 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. RLS must ensure they foster and engage in respectful conduct, affiliations, and online interactions with others. A RLS member is 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 RLS 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. RLS 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 RLC.

iv. While on duty, or while acting in any capacity of the role, RLS language and behaviour must be inclusive, professional, appropriate, and respectful at all times.

v. Under no circumstances should RLS confront, argue, or show disrespect towards another staff member, particularly in the presence of residents. In the event of any disagreement, RLS are expected to follow up afterwards to discuss the matter in private.

vi. RLS 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. The role of the Resident Assistant includes being available and open to students, which means that quality time must be spent on the floor and in the residence community. For example, Resident Assistants should at times be in their room with the door open, around the floor following up with residents about questions or concerns, and conducting one-on-one check-ins. Resident Assistants will generally be expected to be available to meet with residents for approximately two (2) hours each week in addition to their regular availability during scheduled programs, 1-on-1 conversations, floor meetings, etc.

ii. Resident Assistants should establish, develop and maintain an open relationship with each member of their community, regularly interacting with each resident, as outlined in the Transition Support Model. They should be available to residents regularly, and provide information to residents as to when they will be available.

iii. RLS 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 RLC. If a staff member does not request their time off, the RLC will assign this time off for the staff member.

iv. Resident Assistants must ensure their role is not compromised by a constant person, or constant group of people in their room. A person or group of people who are monopolizing the Resident Assistant'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. RLS 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. RLS 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. RLS must not drink alcohol or use cannabis 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 RLS will not possess or use illegal substances during the term of their employment.

ii. RLS 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. RLS 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 RLS 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. Administrative Standards

i. RLS will ensure that all required reports, logs, and documents (Programming Logs, Incident Reports, On Call documentation, etc.) be submitted in a timely manner, as outlined during training. All incident reports and Person of Concern logs are due to a designated RLC within 24 hours of the incident.

ii. RLS will endeavour to reply to emails (both students and staff) within two business days, unless otherwise indicated. RLS will also communicate regularly with their residents.

iii. RLS must attend, punctually and attentively, all staff meetings (including team meetings), emergency meetings, committees, and training sessions. There may be no more than one excused absence from staff meeting/event per semester. Permission to miss a scheduled event may only be given by the RLC, prior to the meeting/event.

iv. RLS should check in regularly, via scheduled one on ones, with the Residence Community Assistant and RLC.

6. Weekly Work Expectations & Payment for Work

i. Work within the RLS role is more variable, given the time of year and expectations within the role (e.g. on-call, training, and Transition Support Model expectations). Although hours may vary as required, typically, RLS will be expected to work between 15-20 hours each week over the course of the year, with the maximum number of hours in a given week being 24 total hours. If there is any possibility or concern that a RLS may work more than 24 hours in a given week or 48 hours in a two-week pay period, the RLS is expected to notify the RLC as soon as possible to determine how best to proceed.

ii. Staff should anticipate a delay in their first pay due to onboarding processes. This can take up to 6 weeks from when RLS submit all required documentation.

7. Training & Additional Expectations

i. RLS must complete any online summer learning modules by the end of Pre-Service RLS Training. These modules include:
- The College's online AODA training program
- Additional tasks as outlined in the summer newsletter

ii. Pre-Service RLS Training

Pre-Service RLS Training is a fundamental requirement for the Resident Assistant role. Training is designed to be a highly engaging, informative, hands-on, exciting, and immersive learning experience. At its core, Pre-service training is intended to prepare RLS for supporting students in their community as of move-in day, and to also build important team cohesion amongst staff. The program runs for ten (10) days, with occasional evening work and optional socials throughout. Travel and meals are provided during a mandatory leadership retreat which takes place at YMCA Cedar Glen Outdoor Centre (Schomberg, ON). Staff are provided accommodation in residence during training at no extra charge. A sample schedule will be provided to staff by August, with hard copy schedules for the program being delivered. Most days begin at 9 a.m. sharp, and end roughly at, or shortly after, 5 p.m. Occasionally, there will be days within training that will be longer than eight (8) hour work days.

Staff are paid 40 hours for each week of training (80 hours over the two week program), and staff are welcome to request to see which sessions, teambuilding events, and areas within training are paid and which are not.

RLS are required to reach out to their RLC as soon as they become aware of any potential conflicts with training.

iii. RLS must be present and attend the following:
   i. August and January "Move-in" days
   ii. December and April/May "Move-out" days
   iii. All Ongoing Training sessions

iv. RLS must be present for and support any Open House events as assigned by the RLC each term.

v. Should your employment with Residence Life end for any reason prior to or following the start of your employment contract, you will not be guaranteed another space in residence and may be placed on the waitlist.

I have read, understood, and agree to the Professional Expectations as described above.

Signature: _____

Printed Name: _____

Date: _____