Resident Assistant

POSITION OVERVIEW:			
Department:	Student Success & Engagement – Residence Life		
Campus:	☒North	☒Lakeshore	☐ Orangeville
Hourly Wage:	$14.00	**Hours per Week:**	19.5 hrs./week, 35 weeks
Contract Period	August 13, 2018 to May 1, 2019		
Workstudy Requirements:	Required for domestic students, not required for international students.		
Number of Positions Available:	28 at North 10 at Lakeshore		
Additional Comments:	All Residence Assistants are required to live in Residence.		

POSITION SUMMARY:

Resident Assistants are students that 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 BUILDING & MANAGEMENT

- Establish, develop, and maintain an open relationship with each member of your community, regularly interacting with each resident
- Be available to residents regularly, particularly in the evenings and on weekends, and provide information to them as to when you will be available
- 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
- 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 One on One Conversation guideline provided in the Transition Support Model to conduct your conversations and address issues in a timely manner
- Document each completed One on One Conversation in the Star Rez system
- Use effective coaching skills to support students and explore resolutions to current issues

TEAM DEVELOPMENT

- Attend weekly staff meetings

- Participate in team socials and retreats
- 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 and attend programs throughout the course of the year
- Facilitate and participate in Residence Orientation Week and Frost Week activities

COMMUNICATIVE & ADMINISTRATIVE

- Communicate with residents regarding Residence Code of Conduct and any additional policies or changes made by Residence Administration, including helping students to reach an understanding of policies
- Communicate effectively with the Residence Life Coordinator through weekly meetings, email, and 1 on 1 forms.
- Document students fairly, consistently, and properly
- Document all programs and regular floor activities promptly
- Report all facility issues through the Star Rez maintenance portal

ON CALL & EMERGENCY RESPONSE

- Maintain a solid understanding of the Residence Code of Conduct and all emergency procedures
- 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
- Utilize the appropriate individuals while on call, including the Residence Life Coordinator on call

ROLE MODELLING

- Role model appropriate personal behaviour and academic success at all times

ADDITIONAL DUTIES

- Assist with Humber and Guelph-Humber Open Houses (Fall & Winter)
- Participate in Residence Life Staff hiring and recruitment initiatives
- Complete Fall and Winter room inspections for your assigned community
- Additional duties as assigned by the Residence Life Coordinator, or designate

TRAINING

- Residence Life Staff Orientation
- Pre-Service Online Training Modules
- Residence Life Staff August Training
- Monthly 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) prior to start of training.

COMPETENCIES

Residence Life is looking for candidates who possess a varsity of skills and are seeking to continue their personal development. This position will provide you with the opportunity to develop the following competencies. See Appendix A for a detailed breakdown of each competencies and the skills associated with it.

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 modeling 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

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. Due to the time commitment required by this position, any other outside activities must be discussed with the Residence Life Coordinator.

ACADEMIC COMMENTS

Resident Assistants are students of the institution first and should not jeopardize their academic success. All Resident Assistants are required to maintain an average of at least 65% each term, as well as a cumulative average of 65% overall. Staff members are expected to speak with their Residence Life Coordinator regarding conflicts between the position and their academic success so that a solution may be found that suits both parties.

STATEMENT OF UNDERSTANDING

Students employed with Residence Life at Humber College must abide by their contract of employment, indicating that they have read their Position Description and understand the duties, employment dates and expectations as set out by the Management Team, those discussed during team meetings and training, and those documented in the RLS Roles & Responsibilities document, Room & Dining Agreement, Residence Code of Conduct, other Residence Administrative Policies, Code of Student Conduct, and other Humber College policies.

REMUNERATION

- Rates under review – anticipated range of $15/hr to $16/hr., 35 weeks

This position can be added to your Co-Curricular Record. Visit humber.ca/student-life/ccr for more information.

APPENDIX A

Transferrable Skill		Achievement Statement
Communication		
☒	Active Listening	To interpret and receive verbal messages in a manner that ensures the speaker feels heard.
☒	Facilitation	To assist/help guide a conversation or process through to completion.
☒	Presenting/Public Speaking	To deliver effective content by speaking clearly, concisely and appropriately in a manner that meets the needs of the audience.
☒	Writing	To write clearly, concisely, and correctly in a manner that meets the needs of the audience.
Personal Leadership		
☒	Emotional Intelligence	To monitor and manage one's own emotions, differentiate among them, and use emotional information to guide one's thinking and actions in a meaningful and productive way.
☒	Growth & Development	To assess, critique, and improve the quality of work, while accepting and implementing feedback in a meaningful way.
☒	Managing Self	To respond appropriately to the emotions of others and regulate personal emotions effectively.
☒	Self-Awareness	To express an understanding of personal values, beliefs and character that inform one's response to others while showcasing their strengths and commitment to growth.
☒	Self-Care	To tend to oneself, intentionally, in an effort to sustain self and serve others, and knowingly ask for support where necessary.
☒	Time Management	To recognize the amount of time spent on activities/tasks in an effort to continuously increase effectiveness, efficiency and/or productivity.
Collaboration		
☐	Campus Partner Affiliation	To foster positive relationships and appropriate collaborations with campus partners.
☒	Team Work	To contribute, encourage and motivate others in a positive manner within a team.
Program Development		
☒	Budget Management	To plan, track and/or follow a budget.
☒	Creativity	To generate and implement thoughtful and unique ideas as related to a project, initiative or program goal.

☐	Curriculum Development	To create, build and implement an experience or series of experiences that result in specific/intended outcomes.
☒	Event & Risk Management	To identify, assess and mitigate the potential risks associated with an event using various risk management processes.
☒	Program Design	To develop, plan for and implement activities/experiences that align with a broader established outcome, goal or curriculum.

Relationship Building / Community Development		
☒	Advising	To offer support or referrals that enhance the growth and development of others.
☒	Approachability	To provide and maintain open communication with a welcoming attitude that encourages dialogue.
☒	Mentoring	To support others by sharing a common experience and providing advice, support and community connections.
☒	Participation	To actively and enthusiastically engage in activities or events.
☐	Volunteer Management	To mobilize volunteers effectively to achieve a common goal, while also providing a positive experience for each volunteer.

Resourcefulness		
☒	Flexibility/ Adaptability	To adapt, cope and grow in uncertain and changing times while being receptive to and supportive of the thoughts, opinions, and contributions of others.
☒	Information Gathering	To seek out human, educational and capital resources to inform decisions and tasks.
☒	Initiative	To commence, contribute to, or take the lead in an effort to achieve a goal or complete a task.
☒	Self-Motivation	To engage, without prompting, a process to achieve a goal or complete a task.

Role Modelling		
☒	Responsibility & Accountability	To execute a commitment to the role, dependability, ownership for actions and responsible use of time and resources.
☒	Confidentiality	To use appropriate reporting pathways to disseminate information in a fashion that respects the nature of the information and associated timelines.
☒	Positive Attitude	To show respect, gratitude, optimism, resiliency and confidence while being mindful of the positive impact on others.

Digital Literacy		

☐	Multimedia & Technological Skills	To demonstrate an understanding of web technologies, common office software, hardware trouble shooting, and multimedia formats.
☐	Digital Engagement	To apply an understanding of digital media platforms and use, and the application of digital engagement standards.

Critical Thinking & Problem Solving		
☒	Analysis of Information	To evaluate and assess the credibility and logic of multiple sources of information, and determine next steps accordingly.
☒	Conflict Resolution	To assess areas of conflict and initiate de-escalation and conflict resolution strategies to overcome issues and provide appropriate supports.
☒	Judgement and Action	To interrupt and effectively respond to a variety of situations using appropriate skills and protocols.
☒	Organizational Structure	To possess an understanding of pathways for escalating issues and concerns to appropriate leadership roles and stakeholders.

Social Responsibility & Engagement		
☒	Awareness of Social Issues	To articulate knowledge of common social issues and human rights.
☒	Community Involvement	To engage in or develop training programs, activities or programs that teach or educate social awareness, social justice, equity issues and health and safety.
☒	Ethics & Integrity	To approach situations with moral principles in accordance with organizational values and professional codes/standards.

Equity, Diversity & Access		
☒	Resource and Awareness Development	To share knowledge/information and create seamless access to programs for diverse communities.
☒	Cultural Competence	To possess and acquire the necessary knowledge and skills to enable effective, affirming, and respectful relationship building across diverse communities.
☒	Cultural Humility	To listen, reflect and learn from diverse communities by maintaining an ongoing and open dialogue.