

Residence Community Assistant (RCA) Position Description

POSITION OVERVIEW:	
Department:	Student Success & Engagement – Residence Life
Campus:	<input checked="" type="checkbox"/> North <input checked="" type="checkbox"/> Lakeshore <input type="checkbox"/> Orangeville
Work Hours:	Variable hours per week. Maximum of 24 hours each week (exception – training weeks, residence orientation week)
Additional Comments:	<p>Residence Community Assistants are not required to live in residence but will typically need to hold some office hours and do work on campus, typically during the business week (Monday to Friday, 9-5PM). Therefore, Residence Community Assistants need to physically attend campus for work. Please note: this position requires that at least one (1) academic year of post-secondary study. Previous Residence Life or related experience is an asset for this opportunity.</p> <p>Additional details for this position will be provided during training. For workplace accommodation requirements, please contact Zion Olubummo, Manager, Residence Life, to facilitate the process (email: zion.olubummo@humber.ca)</p> <p>Domestic students are required to gain work-study approval prior to starting the position.</p>
POSITION SUMMARY:	
<p>Residence Community Assistants are senior students expected to act as mentors and offer support to the Residence Life Coordinator and a team of Resident Assistants. Should they choose to live in residence, they will not be assigned to a specific community; rather, the Residence Community Assistant position is primarily an administrative support role with the core responsibilities being in the areas of team development, programming, student conduct, and administrative support. The Residence Community Assistant role is a paraprofessional position that is designed for those individuals who are looking for a more in-depth experience in residence life and would be well-suited for those individuals who may be interested in entering the field of Student Affairs. The Residence Community Assistant will work with the Residence Life Coordinator to support and implement the mission, goals, and initiatives of the department of Student Success and Engagement and Humber Polytechnic. The position requires a commitment of 24 hours per week.</p>	
PORTFOLIO WORK:	

* Each RCA will be assigned to a portfolio at the beginning of August Residence Life Staff Training. The portfolios may include:

Advocacy – North & Lakeshore

- Humber Residence Council (HRC) Advising
 - Support council members in planning and running events.
 - Attend HRC meetings and take detailed notes.
 - Help create a welcoming environment for council discussions.
 - Guide council members in developing leadership and teamwork skills.
- Residence & Food Services Advisory Committee:
 - Conduct feedback surveys from students about residence and food services.
 - Share student concerns and suggestions with the committee.
 - Collaborate with the team to propose improvements.

B. Community Standards Lead – Lakeshore

- Assist Residence Life Coordinators (RLCs) with case management:
 - Facilitate conduct or care meetings as assigned by the RLCs.
 - Prepare and send outcome letters outlining community standards.
- Documentation and Filing:
 - Ensure conduct-related documentation is written properly, up to date, and reflects the community standards.
- Student Support:
 - Assist in triaging concerns from residents as assigned by the RLCs.
 - Help students understand residence policies and processes.

C. Community Standards Lead – North

- Assist Residence Life Coordinators (RLCs) with case management:
 - Facilitate conduct or care meetings as assigned by the RLCs.
 - Prepare and send outcome letters outlining community standards.
- Documentation and Filing:
 - Ensure conduct and concern-related documentation is written properly, up to date, and reflects the community standards.
- Student Support:
 - Assist in triaging concerns from residents as assigned by the RLCs.
 - Help students understand residence policies and processes.

D. Organization & Communications – North & Lakeshore

- Resource Room Maintenance:
 - Regularly tidy and organize resource rooms.
 - Ensure supplies are stocked and easily accessible.
- Communications Support:

- Proofread event poster and advertisement materials for clarity and accuracy.
- Update bulletin boards with relevant information as assigned by the RLCs.
- Social Media Assistance:
 - Help create content for the Humber Residence Instagram account.
 - Take photos/videos at events to share online.
 - Monitor social media interactions and respond when needed.

E. Curriculum & Assessment – North & Lakeshore

- Transition Programming:
 - Provide support in events during move-in day or orientation week.
 - Assist in organizing workshops on adjusting to residence life.
- Assessment Tasks:
 - Help collect feedback from residents on programming and services.
 - Support the development of residence education initiatives.

***Please note that all portfolio work and assignments are subject to review/change as needed.**

POSITION RESPONSIBILITIES:

COMMUNITY STANDARDS

- Understand and uphold the Residence Code of Conduct and the Code of Student Conduct
- Respond to student conduct issues (at the discretion of the Residence Life Coordinator) in a timely fashion (7-10 days)
- Approach students from an educational and community-building framework when meeting in response to a policy violation or crisis
- Maintain effective documentation of incidents and meetings in StarRez
- Make appropriate referrals to Residence Life Coordinator, Peer Tutoring, Counselling, etc.
- Issue sanctions and outcome letters to students in a timely fashion, after consultation with the Residence Life Coordinator
- Mediate any conflict not resolved by the Residence Life Staff or as directed by the Residence Life Coordinator
- Maintain strict confidentiality with student information

TEAM DEVELOPMENT

- Act as a resource, a mentor, and role model to the Residence Life Staff
- Hold monthly 1-on-1's with each Residence Life Staff member in their building team
- Work to support an environment that promotes inclusive and cohesive team dynamics
- Facilitate monthly team development activities with the Residence Life Staff to promote staff growth and bonding
- Co-facilitate weekly team meetings
- Attend Residence Life Management Team meetings as requested

- Offer direction and suggestions to Resident Assistants in the areas program development and community management
- Follow up with Residence Life Staff, in conjunction with the Residence Life Coordinator, on any team dynamic issues that may arise, and document appropriately

COMMUNICATIVE & ADMINISTRATIVE

- Communicate effectively with the Residence Life Coordinator through weekly one on ones, email, group messaging software, and team meetings
- Communicate regularly with Residence Life Staff to provide leadership and address team dynamics
- Assist Residence Life Coordinator with larger departmental and campus initiatives:
 - a) Resident Assistant pre-service and winter training
 - b) Resident Assistant on-going training
 - c) Residence Orientation
 - d) Frost Week
 - e) Resident Assistant recruitment and hiring
 - f) Residence Move-In Day and Open Houses
- Complete all requests from RLC for information and reports in a timely fashion
- Respond to email in a timely fashion
- 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

ROLE MODELING

- Role model appropriate personal and professional behaviour always
- Role model attention to academic success

ADDITIONAL DUTIES

- Additional duties as assigned by the RLC, 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 Polytechnic 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 the 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 will provide the opportunity to develop the following competencies.					
Communication	<input checked="" type="checkbox"/>	Program Development	<input checked="" type="checkbox"/>	Role Modeling	<input checked="" type="checkbox"/>
Social Responsibility & Engagement	<input checked="" type="checkbox"/>	Relationship Building / Community Development	<input checked="" type="checkbox"/>	Critical Thinking & Problem Solving	<input checked="" type="checkbox"/>
Collaboration	<input checked="" type="checkbox"/>	Resourcefulness	<input checked="" type="checkbox"/>	Digital Literacy	<input checked="" type="checkbox"/>
Personal Leadership	<input checked="" type="checkbox"/>	Equity, Diversity & Access	<input checked="" type="checkbox"/>	Strategic Networking	<input checked="" type="checkbox"/>
Innovative Thinking	<input checked="" type="checkbox"/>				
PERFORMANCE STANDARDS:					
<ul style="list-style-type: none"> • Demonstration of good judgement and leadership • Communication to/with the Residence Life Coordinator • Role modelling appropriate behaviour • Provide student conduct and administrative support • Be resourceful and provide advice when needed to staff members • Participation in team building/development activities and programs • Responsible for adherence to Appendix A, attached to this document 					
OUTSIDE EMPLOYMENT COMMENTS:					
RCAs are expected to give the responsibilities of the position priority over all other activities except those which pertain to their academic success.					
ACADEMIC COMMENTS:					
<p>RCAs must be full-time students at Humber Polytechnic or the University of Guelph-Humber. All RCAs are required to maintain an average of at least 65% each term, as well as a cumulative average of 65% overall. Academic grades will be checked at the end of each term.</p> <p>Staff members should speak with their RLC regarding conflicts between the position and their academic success.</p>					

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



Appendix A

Residence Community Assistant – Professional Expectations

Nature and Scope

A key priority of the Residence Life (Student Success & Engagement, and Campus Services departments) program at Humber Polytechnic (“Humber” or the “Polytechnic”) is to ensure that all students in residence can 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 Polytechnic’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 role model, through compliance with expectations outlined below, in all Polytechnic policies, and several other applicable documents, which may be amended as necessary (i.e. changes to Polytechnic policies, laws, etc.) from time to time [e.g. the Room & Dining Agreement (regardless of whether the individual chooses to live in residence and signs the contract), Residence Code of Conduct, Code of Student Community Standards, 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 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 Polytechnic 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 a way that brings discredit or disrespect to their fellow staff or other members of the Polytechnic 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 (2023) states that "No consent is obtained where the respondent induces the complainant to engage in activity by abusing a position of trust, power, or authority" (pg.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 intimate/sexual relationships with other residence students. Upon accepting and throughout the term of their contact, RLS are expected to declare any conflicts of interest, pre-existing sexual relationships with any Humber or Guelph-Humber students living in Humber Residence, 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. RCAs should be available to other staff and their assigned committees regularly and provide information to staff as to when they will be available. RCAs 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.
- ii. RCAs 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 RCA'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 known of, and/or acquired, will be managed according to 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 confidentiality regarding 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. RLS will not possess or use illegal substances during their term of 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 Polytechnic. 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. Community Management

- i. RCAs will assist residents and Resident Assistants (RAs) with their understanding and application of community living. RCAs will promote academic and lifestyle balance in the residence and be an effective peer helper to students as appropriate and within their own personal limits.
- ii. RCAs will 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. They will encourage and support residents with their involvement in residence and on campus.
- iii. RCAs will help respond to student conduct issues and approach students from an educational and community-building framework, issue sanctions and outcomes in a timely fashion, and maintain effective documentation for all cases.

6. Portfolio Work & Residence Programs

- i. Each RCA will be responsible for a portfolio, as assigned by the RLCs. The RCAs will serve as an advisor, providing guidance and support to the committees, helping mentor student leaders, and helping support programs.
- ii. RCAs may be asked to help with, and participate in, various events and programs, and during staff recruitment. Programs run by RCAs must be inclusive of all members of the community. RCAs will check in with their RLC before running any off-campus programs to ensure that all risks have been accounted for and mitigated.

7. Administrative Standards

- i. RLS will ensure that all required reports, logs, and documents (Programming Logs, Incident Reports, etc.) be submitted promptly, 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.

8. 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 Residence Curriculum expectations). Although hours may vary as required, typically, RLS will be expected to work between 15-20 hours each week over the year, with the maximum number of hours in each week being 24 total hours. If there is any possibility or concern that an 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 submits all required documentation.

9. Team Development

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

10. Training & Additional Expectations

- i. RLS must complete any online summer learning modules by the end of Pre-Service RLS Training. These modules include:

- The Polytechnic’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 Residence Community 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. A sample schedule will be provided to staff by August.

Staff are paid for all hours of training and staff are welcome to request to see which sessions, teambuilding events, and areas within training are paid and which are not.

RLS must contact 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 RLS In-Person Training, **August 11-22, 2025** (must attend on campus)
- ii. August and January “Move-in” days, **August 24, 2025, and January 4, 2026**
- iii. January Refresher Training, **January 4, 2026**
- iv. December and April/May “Move-out” days
- v. All Ongoing Training sessions

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

I have read and understood the included **Residence Community Assistant Position Description** and **Appendix A – Residence Community Assistant Professional Expectations** documents as described above.

Signature: _____

Printed Name: _____

Date: _____