

Residence Don Job Description

ROLE:

1. To create a community atmosphere in residence.
2. To facilitate the Residence Curriculum as set out by the Department of Housing Services and develop and facilitate additional programs that meet the needs of the House/Hall/Court/Block (H/H/C/B) as necessary.
3. To assist residents in their growth and transition into university life.
4. To ensure that residence principles are upheld, and to respond to violations and emergencies as they arise.
5. To maintain open communication and manage administrative duties.
6. To act as a role model of respect for self, others and the community.
7. To actively participate in fostering a culture of inclusivity, accessibility, reconciliation, and decolonization.
8. Other duties as assigned by the Residence Life Coordinators and/or Senior RLS.

CONDITIONS OF APPOINTMENT

The Residence Don must:

- Be legally eligible for employment.
- Have attained a satisfactory academic average (minimum 65% in four full credits) in the Fall/Winter session immediately preceding the term of appointment.
- Be enrolled as a full-time student (at least 3 full credits) while in the position. Staff who wish to take a course overload (more than 5 full credits) must obtain permission from the Residence Life Management Team.
- Possess a valid Standard First Aid/Level "C" CPR certificate while holding the position and maintain certification throughout the term of employment.
- Successfully complete all Brock University training prior to the commencement of the position.
- Live in the room to which they are assigned by the Department of Housing Services; room, building and/or position may be reassigned at the discretion of the Department of Housing Services in response to the needs of the community.
- Purchase the meal plan required for the building to which they are assigned (currently under review). Accommodations/Exemptions must be approved through the Department of Housing Services Medical/Special Consideration process.
- Have adequate availability to meet the requirements of the job.

Additional Assets:

- Successful completion of Bronze Level Foundations in Leadership
- Previous experience living in a residence setting at a post-secondary institution

TERM OF APPOINTMENT

Residence Dons return to residence two weeks prior to Labour Day weekend for Residence Life Staff Training and remain in residence until the day following the last exam in both the Fall and Winter terms (staff must remain until 6am and must depart by noon). As Residence Life Staff are considered to be essential personnel for

the residence system, in the event of emergency requiring residences to be open outside of the normal contract period, Residence Life Staff will be required to remain in residence, ensuring at least minimum staffing numbers. In addition, three or four mandatory team-building and training days occur during the academic year. To the greatest extent possible, training dates are specified in Offer of Employment letters; staff are advised, however, that unforeseen circumstances may necessitate changes or additions to the in-service training schedule.

REMUNERATION

The cost of a single room in residence plus basic telephone charges will be paid by the university. The Don will also be provided a \$1000 credit to be applied towards their meal plan. The Don will also receive professional training and on-going access to professional development. In addition, Dons are paid a stipend for the two-week training period prior to the start of the academic year.

RESPONSIBILITIES:

- 1) To create a community atmosphere in residence
 - a) Meet the students in the house/hall/court/block (H/H/C/B) as soon as possible and know them by name.
 - b) Help residents adjust to roommates, bathroom-mates, floor-mates, and housemates.
 - c) Facilitate mediations as needed.
 - d) Establish, develop and maintain an open relationship with each member of your community, regularly interacting with each member on your H/H/C/B.
 - e) Work cooperatively with residents to maintain the rights of all residents.
 - f) Facilitate a Community Expectations meeting with your H/H/C/B during the first few weeks of the academic year and revisit it in January or as needed in first semester.
 - g) Plan and facilitate community social events twice a semester.
 - h) Encourage and support residents with their involvement within residence and on campus.
 - i) Be available to residents in your H/H/C/B on a regular basis.
 - j) Facilitate and participate in Residence based activities (RLS & RAC Initiatives).
- 2) To facilitate the Residence Curriculum as set out by the Department of Housing Services and develop and facilitate additional programs that meet the needs of the H/H/C/B as necessary.
 - a) Develop a firm understanding of the expectations set out in the Residence Curriculum.
 - b) Facilitate H/H/C/B meetings 2-3 times a month, as outlined in the Residence Curriculum.
 - c) Attend and engage in weekly office hours held by Residence Education Dons.
 - d) Attend and engage in Campus Partner Workshops 1-2 times a month.
 - e) Facilitate a one on one conversation ("Brock Talk") with each member of your community twice a semester.
 - f) Develop additional programs to meet the needs of your H/H/C/B where appropriate.
 - g) Have a firm understanding of Risk Management and have all approval forms completed 21 days prior to any event.
- 3) To provide residents with a secure foundation for their transition and growth into university life.
 - a) Serve as a source of information about programs, resources and options available on campus, or seek out appropriate information.
 - b) Encourage involvement of the H/H/C/B in planning programs/events and in becoming involved in leadership opportunities.
 - c) Understand and use resources available for the support and assistance of residents in need (Student Wellness and Accessibility Centre, Ombudsperson, Human Rights and Equity Office, Student Success Centre, International Services, Hadiya'dagénhahs First Nations, Métis and Inuit Student Centre, Brock Sports, Campus Safety Services, etc.)
 - d) Inform residents of procedures (e.g., check in, check out, room changes, etc.).
 - e) Understand the role of the Head Resident, the Don of Activities and the Residence Education Don, and encourage residents to access their services.

- f) Create a communications area on the floor that is updated monthly with important information and updates of happenings on the floor, in residence or on campus as provided by the RLCs. Assist residents proactively with their personal and group concerns within your limits of training and capability.
 - g) Communicate with your Head Resident regarding special needs or problems of individual residents or problem areas in the building.
 - h) Assist residents proactively with their personal and group concerns (i.e. mental health, harassment, roommate conflicts, community disagreements, etc.) within your limits of training and capability.
- 4) To ensure that residence principles are upheld, and to respond to violations and emergencies as they arise
- a) Have a solid understanding of the Residence Agreement, departmental protocols and procedures, the Residence Handbook and the Residence Community Standards (RCS) as presented by the Department of Housing Services.
 - b) Respond to students who violate the Residence Community Standards and any other Department of Housing Services and/or University guidelines or regulations, address the behaviour and the impact on the residence community, and document these incidents within time expectations.
 - c) Maintain building safety and security within reasonable individual limits and respond to emergencies as required.
 - d) Ensure all violations are addressed in a consistent and fair manner.
 - e) Report all potential discipline situations to the Head Resident.
 - f) Complete incident reports as required.
 - g) Carry out on-duty responsibilities, including rounds, service desk calls and inquiries from residents.
 - h) Be available in the H/H/C/B as much as possible. All members of the Residence Life Staff may be absent for no more than three consecutive nights without prior approval in accordance with the nights off guidelines. Nights away are encouraged in balance with job expectations and the needs of your staff and community. (Please refer to the nights off guidelines for a more detailed explanation.)
 - i) Approach tense situations in a calm manner.
 - j) Recognize when situations warrant a call for staff backup.
 - k) Understand how and when to activate the Head Resident On Call, Campus Safety Services (CSS) and other emergency response units (e.g., ambulance, fire department, regional police).
 - l) Notify your Head Resident or the Head Resident On Call of incidents immediately as described in RLS training.
 - m) Assist the Head Resident, Campus Safety Services, Fire Department, Police and other authorities as directed in emergency situations.
 - n) Know and understand the referral procedure for assistance (i.e., Personal Counselling, Student Health Services, Campus Safety Services).
- 5) To maintain open communication and manage administrative duties
- a) Attend all bi-weekly staff, bi-weekly separate, and bi-weekly “comm” meetings on a regular and punctual basis.
 - b) Assume on-duty shifts according to schedule and conduct all responsibilities while on duty as outlined by the Head Resident or Residence Life Coordinator.
 - c) Submit all paperwork (e.g., log sheets, incident reports, check ins, check outs, damage reports, etc.) in accordance with assigned timelines.
 - d) Communicate regularly with the Head Resident about happenings in your H/H/C/B.
 - e) Operate as a team member by developing a positive working relationship with the other Residence Life Staff Members and share skills and expertise with them.
 - f) Maintain confidentiality and professionalism in job-related issues and in working relationships with residents and staff members.
 - g) Maintain objectivity in all situations.
 - h) Communicate positively and directly with residents and staff and encourage the same from others.
 - i) Be supportive of initiatives/programs conducted by fellow staff members and RAC, including helping out, promoting and/or attending these programs.

- j) Support custodial and maintenance staff and communicate their role to residents.
 - k) Initiate, support and enforce safety and security processes and procedures.
 - l) Check your staff mailbox regularly and respond to email daily.
 - m) Attend mandatory training sessions. (August training & several training dates throughout the academic year; dates TBA)
 - n) Assist with conducting building tours or other duties during university/residence open houses or other times as assigned.
 - o) Assist at the Service Desks during the final exam period in April.
 - p) Assume full responsibility for keeping assigned keys/swipe cards safe and using them responsibly
 - q) Disseminate information to students regarding fire safety, personal safety, events, etc.
 - r) Recruit fire monitors for each floor and know the location of fire hoses and extinguishers.
- 6) To act as a role model of respect for self, others and the community
- a) Be conscious of setting a good example for the other residents both in and outside the residence facilities, ensuring that you are acting in a mature and responsible manner at all times.
 - b) Know and observe residence and university rules and regulations, enforce the rules of residence and respond in a fair and consistent manner when violations occur.
 - c) Demonstrate academic efforts as a priority of residence life.
 - d) Refrain from behaviours that would undermine your position of leadership and authority.
 - e) Abide by the community expectations established by H/H/C/B members.
- 7) To actively participate in fostering a culture of inclusivity, accessibility, reconciliation, and decolonization
- a) Respect the dignity and diversity of each resident and encourage the same from others.
 - b) Create an inclusive atmosphere to promote a sense of belonging to the building and campus community for each resident.
 - c) When applicable, intervene in conversations and incidents in which the dignity and diversity of residents is not being respected.
 - d) Work with your HR and the Residence Life Management Team to promote educational programming surrounding topics of inclusivity, accessibility, reconciliation, and decolonization from Human Rights and Equity and other campus partners.

November 24 2023