

## **Residence Don Job Description**

### **ROLE:**

1. To create a community atmosphere in residence.
2. To develop and facilitate programs that meet the needs of the House/Hall/Court/Block (H/H/C/B), and support the programming model set out by the Department of Residences.
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. Other duties as assigned by the Residence Life Coordinators and/or Senior RLS.

### **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, bathroommates, floormates, 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) Encourage and support residents with their involvement within residence and on campus.
  - h) Be available to residents in your H/H/C/B on a regular basis.
  - i) Facilitate weekly H/H/C/B meetings.
  - j) Facilitate and participate in Residence based activities (RLS & RAC Initiatives).
- 2) To develop and facilitate programs that meet the needs of the H/H/C/B, and support the programming model set out by the Department of Residences.**
  - a) Facilitate the required number of social programs and developmental programs for your H/H/C/B, as outlined in the Residence Education Plan.
  - b) Determine the programming needs of the H/H/C/B.
  - c) Adjust programming to the needs of your H/H/C/B where appropriate.
  - d) 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, Aboriginal Student Services, Brock Sports, Campus Security Services, etc.).
  - d) Inform residents of procedures (e.g., check in, check out, room changes, etc.).
  - e) Understand the role of the Don of Academics, 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 bi-weekly 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.

- 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 Life Staff Manual, Peer Helper Manual, Residence Agreement and the Residence Community Standards as presented by the Department of Residences.
  - b) Respond to students who violate the Residence Community Standards and any other Department of Residence and/or University guidelines or regulations, address the behaviour and the impact on the residence community, and document these incidents within 24 hours.
  - 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 (within 24 hours)
  - 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 Security 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 Security 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 Security Services).
- 5) To maintain open communication and manage administrative duties**
- a) Attend all bi-weekly staff, bi-weekly separate, and 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 daily and respond to email and voice mail 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) Respect the dignity and diversity of each resident and encourage the same from others.
- f) Abide by community expectations established by H/H/C/B members.
- g) Create an inclusive atmosphere and promote a sense of belonging to the H/H/C/B and campus community for each resident

### **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 Residences; room, building and/or position may be reassigned at the discretion of the Department of Residences in response to the needs of the community.
- 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 teambuilding and training days occur during the academic year as well as the expectation to complete a minimum of 2 additional hours of training per semester. 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 Residence Don will also receive professional training and on-going access to professional development. In addition, Residence Dons are paid a stipend of \$1000 for the two-week training period prior to the start of the academic year.

December 7, 2017