

Head Resident Job Description

ROLE

1. Monitor and respond appropriately and consistently to student behaviour.
2. Supervise a staff team of 6-10 staff.
3. Participate in a residence wide after hours response system.
4. To assist with community development and program planning.
5. To maintain open communication and manage administrative duties.
6. To be a role model of respect for self, others and the community.
7. Other duties as assigned.

RESPONSIBILITIES

1) Monitor and respond appropriately and consistently to student behaviour

- a) Determine any violations of the residence agreement and implement appropriate disciplinary/educational sanctions
- b) Communicate with students the consequences of any inappropriate behaviour, advise them of all University rules and regulations, inform them of any routes of appeal they may have, investigate all allegations of wrong doing, interview students, liaise with Campus Security
- c) Review documentation submitted by Residence Life Staff with regard to resident behaviour
- d) Be familiar with residence and university resources and services in order to serve as a resource/information source for the Dons and residents
- e) 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.)
- f) Maintain comprehensive documentation of student behaviour for future reference
- g) Consult with the Residence Life Coordinator regarding all discipline situations which could result in suspension or are reoccurring in nature

2) Supervise a staff team of 6-10 staff.

- a) Provide developmentally appropriate supervision to a staff team of 6 to 10 staff members, including (1-3) returning staff members
- b) Develop mentoring relationships with staff members; attempt to foster a positive and friendly atmosphere within your staff team
- c) Facilitate a Community Expectations meeting with your staff during August Training and revisit it in January
- d) Develop and communicate staff expectations; give clear direction and constructive feedback; conduct a minimum of one formal performance appraisal per academic year, including feedback gathered from students
- e) Supervise staff through bi-monthly one on one meetings (minimum 2 per term), weekly or bi-weekly informal "touch base" meetings, weekly staff meetings, being available weekly on a drop in basis, reading and commenting on weekly log sheets
- f) Initiate staff discussions around issues of program planning, student development, transition issues, behaviour modification, community building and student support
- g) Supervise and evaluate staff with respect to the Residence Curriculum and Community Development Expectations
- h) Assist with developing and implementing a comprehensive training program for all Residence Life Staff
- i) Address separate staff issues as needed through appropriate interventions which may include group development training
- j) Develop and distribute a variety of resources for student staff
- k) Prepare and manage a staff programming budget
- l) Motivate and recognize staff on an on-going basis
- m) Assist and/or counsel Dons and residents within the bounds of training and the Head Resident's competence - refer Dons and residents to the appropriate resource when warranted
- n) Liaise with the Residence Action Council Executives, provide advice when sought

3) Participate in a residence wide after hour response system.

- a) Responsible for front line crisis management, including initiating broader departmental and university response when necessary
- b) Act on behalf of senior Residence staff after hours
- c) Establish and participate in a residence wide (responsible for up to approximately 2700 residence students) after hours (4:30pm-8:30am weekdays; full weekends) Head Resident response system; on duty an average of 20-25 days a semester
- d) Carry departmental cell phone and emergency bag while on duty in order to respond to calls from Residence Life Staff, Desk Staff, and Campus Security in emergent situations (medical, psychological, safety, etc)
- e) Respond to areas at the request of Residence Life Staff or Service Desk Staff to act as back up in addressing student behaviour and/or for reoccurring concerns in residence
- f) Provide information and support to Campus Security, responding to situations at their request
- g) Provide support and information to Residence Life Staff and Service Desk Staff

4) To assist with community development and program planning

- a) Be available in the residence 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.)
- b) Meet the students in the residence as soon as possible and know as many as you can by name
- c) Maintain high standards of group living. Attempt to foster a positive and friendly atmosphere in the residence; strive to establish a sense of community between all of the students
- d) Set norms with respect to residents' behaviour, and work cooperatively with residents to maintain the rights of all residents
- e) Conduct mediations as necessary
- f) Encourage and support residents with their involvement within residence and on campus
- g) Facilitate and participate in Residence based activities (RLS & RAC Initiatives) within their assigned community
- h) Enhance student success and retention through the development of positive living/learning communities
- i) Participate in planning university wide initiatives such as Orientation Week, Alcohol Awareness, etc.
- j) Initiate, develop, propose and implement policy changes within the Department of Residences, i.e. policies around the administration of discipline, alcohol policies, decorating policies etc
- k) Manage any policy changes that pertain directly to residents or Residence Life Staff
- l) Have a firm understanding of Risk Management and have all approval forms completed 21 days prior to any event
- m) When necessary, using recognized student development theory, plan and implement educational and informational programming designed to address specific community needs

5) To maintain open communication and manage administrative duties.

- a) Have a solid understanding of all Departmental publications, policies and protocols (e.g. Residence Agreement and the Residence Community Standards)
- b) Submit all paperwork (e.g. log sheets, incident reports, damage reports, year-end reports, etc.) in accordance with assigned timelines.
- c) Interact as needed with Facilities Team to ensure appropriate response regarding maintenance, work orders, repairs, building specific purchases and student facility concerns
- d) Assist with move in day and year end check out process as required
- e) Liaise with the RLC and Manager, Residence Admissions and Administration around room and residence transfer requests
- f) Communicate regularly with the RLC about issues in your building in weekly/bi-weekly RLC meetings
- g) Participate in weekly Senior RLS meetings
- h) Maintain confidentiality about job-related issues
- i) Maintain objectivity in all situations
- j) Check your staff mailbox daily and respond to email and voice mail daily
- k) Attend mandatory training sessions. (August training & several training dates throughout the academic year; dates TBA)
- l) Communicate and liaise with residence desks and full-time desk staff on a variety of issues
- m) Represent the Department of Residences and assist in the coordination of any departmental promotion and liaison activities with students and parents (e.g. Fall Preview Day and Spring Open House)

6) To serve 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 building and campus community for each resident

CONDITIONS OF APPOINTMENT

The Head Resident 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.
- Have been a member of the Brock University Residence Life Staff.
- Have lived at least one full term in residence at the time they apply for the position.
- Be enrolled as a Brock student while in the position.
- Possess a valid Standard First Aid and Level “C” CPR certificate while holding the position.
- Successfully complete all required Brock University training prior to the start of the position (e.g. AODA)
- Live in the room to which they are assigned by the Department of Residences; Head Residents may be reassigned to a different room or building 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 Mental Health First Aid – Youth in the twelve months prior to assuming the position
- Successful completion of Gold Level Foundations in Leadership

TERM OF APPOINTMENT

Head Residents return to residence five (5) weeks prior to Labour Day weekend for three weeks of Head Resident Training (and then a further two weeks RLS 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. 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 and meal plan in residence plus basic communication charges will be paid by the university. The Head Resident will also receive professional training and on-going access to professional development. In addition, Head Residents are paid a training stipend of \$2500 for the five weeks of training prior to the start of the academic year.

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