

RESIDENT ASSISTANT

POSITION DESCRIPTION

Department: Residence Services

Division: Student Experience

Reports to: Residence Life Coordinators & Residence Life Team Leader

Updated: November 2020

POSITION PURPOSE:

The Resident Assistant provides leadership to their residence community in the areas of academic success and personal growth.

KEY POSITION FUNCTIONS:

1. Community Development, Management & Support

- Implement Community Development Expectations (i.e. floor/section meetings, weekly visits etc.) in accordance with the Residence Community Engagement Model (set out through Residence Life Staff training)
- Orient students to the residence and campus community and support their transition needs
- Foster a positive, friendly, inclusive atmosphere conducive to learning and facilitate the development of healthy, friendly relationships among residents
- Recognize and refer students with mental, emotional, academic and physical concerns to other professionals on campus or within the community
- Help students adjust to the realities of residing with a roommate, suite mates and floor mates and facilitate roommate mediations as necessary
- Communicate your availability to students, teammates and Residence Life Coordinators and display flexible time management
- Be a visible present in your community and embrace opportunities for meaningful and impromptu conversations with all residents

2. Programming

- Develop, market and implement dynamic programs in accordance with the Residence Community Engagement Model and Residence Learning Outcomes (as set out through Residence Life Staff training)
- Participate in a minimum of one Residence Life programming committee
- Actively promote & attend ALL (when possible) building wide events, activities, programs and initiatives from Residence Services, Windsor Inter Residence Council, Windsor Welcome Week and any other campus or community events deemed necessary by the Residence Life Management Team
- Update and maintain bulletin boards on a monthly basis with relevant and current information
- Make conscious, appropriate and full use of programming budget

3. Administration & Communication

- Assist with the check in and check out of residents
- Adhere to a timely submission of e-RezLife reports as well as a prompt response to student issues.
- Assist with marketing, recruitment campaigns and departmental events/programs lead by Residence Services Department and other University departments
- Respond within 24 hours of receipt to all requests (including emails and voicemails) made by members of Residence Services
- Read and be familiar with all publications and material distributed by Residence Services
- Establish and maintain open and positive communication with all members of the Residence Services staff team, members of the Windsor Inter Residence Council (WIRC) and ResEvents

- Maintain confidentiality in accordance with the Freedom of Information and Privacy Act and the policies/expectation of Residence Services
- Report for, and participate in, orientation and training (Fall, Winter and on-going) on the date(s) specified by the Team Lead, Residence Life and/or Residence Life Coordinators

4. Leadership Development for Residents and Personal Development

- Promote student leadership opportunities, particularly residence opportunities
- Participate in various professional development sessions provided by and/or promoted by the Residence Life Management Team
- Participate in the Residence Life Staff hiring process for the following year

5. On-Duty Responsibilities and Facilitating Student Conduct Process

- Explain and enforce Residence Policies & Procedures, the Residence Community Standards, Residence Student Conduct Process and the Residence License and Meal Plan Agreement and other rules and regulations of the University
- Respond to, document and report all violations of the Residence Policies & Procedures, Residence Community Standards, Residence License & Meal Plan Agreement, emergencies or facilities issues
- Adhere to on-call shifts schedule and conduct responsibilities
- Assist others while on-call including other Resident Assistants, Community Assistants, Residence Life Coordinator and/or Campus Community Police
- Accept full responsibility for the use of master keys, access codes, peps and all accessible keys
- Know and execute emergency procedures including evacuation procedures and advise residents of the same
- Support and check in with student desk staff throughout shift

6. Role Modelling

- Serve as a mature and positive ambassador of Residence Services on campus and in the greater community
- Maintain healthy and respectful boundaries with all residents
- Make appropriate personal lifestyle choices that reflect maturity and commitment to Residence Life, inclusivity of all community members and commitment to academic success

7. Team Development

- Act as a team player and support the work and/or challenges of assigned building team and the Residence Life Staff as a whole
- Actively participate in socials, training sessions and activities organized by Residence Life
- Attend and participate in all meetings related to the Resident Assistant role
- Prepare for, and participate, in regular one on one's with their assigned Residence Life Coordinator
- Be available to the staff team and Residence Life Coordinator and contribute to special projects at their request

8. Assisting with Residence Facilities

- Monitor and report the physical conditions of the residence community
- Maintain cleanliness of personal accommodations as well as floor facilities to create a welcoming environment
- Perform room checks once/semester to determine facilities/maintenance issues and/or infractions of the Residence Community Standards and/or Policies & Procedures
- Assist with opening and closing of buildings at the beginning and end of the academic year
- Teach residents how to submit work orders and submit work orders for common areas in a timely manner
- Refer serious facilities concerns or on-going issues with work order to Facilities Coordinators
- Respond to requests from housekeeping to assist in keeping areas clean

9. Other Duties as Assigned

- Circumstances may arise that necessitate the transfer of this position within the residence system and Residence Life Staff team or the adjustment of duties assigned during the term of this position

10. Resident Assistants returning to the role have the following additional responsibilities:

- Guide and support Resident Assistants in the implementation and enforcement of Residence Policies & Procedures, the Residence Community Standards, Residence Student Conduct Process and the Residence License and Meal Plan Agreement and other rules and regulations of the University
- Act as a role model in student interactions, conflicts, mediations and community issues
- Offer constructive feedback to Resident Assistants in their performance of their job related functions
- Act as an open ear to the concerns and anxieties of Resident Assistants
- Role model strong, positive and professional relationships
- Practice restorative resolutions and community ownership in the mediation and resolution of team conflicts
- Take on a leadership role in the presentation professional development and training opportunities
- Make an effort to connect personally with each member of the Residence Life Staff team
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SCOPE AND ORGANIZATIONAL STRUCTURE:

Resident Assistant is one of approximately 35 student staff reporting to the Team Lead, Residence Life. He/she receives direction from the Team Lead and a Residence Life Coordinator. The Resident Assistant is also responsive to requests from the Department Head, Residence Facilities Manager and other residence staff when needed.

RATE OF PAY: \$9500 for academic year

NOTE: Resident Assistants are required to live in residence for the duration of their contract, are responsible for all fees associated with living in residence and must agree and abide to the Residence License & Meal Plan Agreement. Resident Assistants are guaranteed a single room with private bathroom and extra living space at the Alumni Hall single room residence rate.