



JOB DESCRIPTION

Residence Coordinator 2018-2019

RESIDENCE LIFE MISSION

To provide a safe and secure living and learning environment where residents have access to educational opportunities and related co-curricular programs that promote personal growth and academic success.

OVERVIEW

Residence Coordinators support the RLM in the planning, implementation and evaluation of a comprehensive Residence Life program in a traditional-style university residence area that houses undergraduate students (primarily first-year students). Residence Coordinators are part-time student interns responsible for individual student development, supervision of residence advisors, and student group advising/development (residence councils, residence projects and campus projects).

MISSION

Under the direction of the Residence Life Manager (RLM), the Residence Coordinator supports the mandate of Student Housing and Hospitality Services by living in the assigned residence area and promoting residence communities, which are:

- Safe and secure
- Conducive to academic pursuits
- Conducive to personal growth and learning

ORGANIZATIONAL STATUS

- Reports to the Residence Life Manager and assists the RLM with direct supervision of six to nine Residence Advisors.
- Acts as an advisor for residence house councils.
- Act as Project Lead for assigned projects.
- Works in co-operation with housekeeping and administrative staff.

WORK PERFORMED – BASIC DUTIES AND RESPONSIBILITIES

STAFF TRAINING AND DEVELOPMENT

- Attend and participate in Residence Coordinator Training and Advisor Orientation in August, ongoing training and professional development activities, the annual Student Leadership Conference and any additional training sessions throughout the year.
- Attend regular staff meetings on Mondays (11a.m.-1p.m. and 7p.m. to 11p.m.) and regularly scheduled one-on-one meetings with your supervisor.
- Receive ongoing feedback, including but not limited to meeting with your supervisor for a midterm evaluation between mid-October and early November, and a formal performance evaluation in December.
- Participate in a mentorship program with campus partners and meet with a mentor on a monthly basis.

STAFF SUPERVISION

- Assist the RLM with direct supervision of six to nine residence advisors.
- Meet with Residence Advisors individually on a regular basis and conduct performance reviews.
- Facilitate weekly staff meetings on Mondays (7pm to 11pm) and regularly scheduled one-on-one-meetings with Residence Advisors.

- Review weekly log reports from residence advisors and provide feedback.
- Submit weekly reports and discuss reports with the RLM during weekly meetings.
- Review and support Residence Advisors in writing incident reports.
- Participate in recruitment and selection of Residence Advisors.
- Share nightly coverage of assigned house(s) and residence area on-call responsibilities with other Residence Coordinators.
- Maintain an open door practice for Residence Advisors when in apartment/staff office and be visible regularly on house floors and in the residence dining room.

PROGRAMMING

- Coordinate residence programming in assigned house(s).
- Assist residence advisors with programming and activity plans.
- Review program proposals and evaluations.
- Manage program budgets for assigned house(s).
- Attend house and residence-wide programs and events.

ADVISING AND PROJECT DEVELOPMENT

- Encourage and support joint initiatives and collaboration between the house council, residence committees, and residence advisors through support, guidance, and leadership assistance.
- Advise networks, attend and coordinate network meetings, and assist/attend related programs and events.
- Coordinate and attend council meetings regularly and meet with executive members weekly.
- Assist and advise house council with program/activity plans.
- Attend house programs and activities.
- Develop rapport and maintain contact with floor representatives.
- Provide support in the Programme Resource Centre on projects and maintenance of the space.
- Serve as a project assistant with campus partners

INDIVIDUAL STUDENT DEVELOPMENT AND CONTACT

- Be regularly visible in the residence dining room and on all floors in the assigned house(s).
- Be available to residents and staff by planning and providing regular outreach opportunities in assigned house(s).
- Maintain informal contact with students about academic progress, strategies, and resources.
- Assist students with personal concerns and make appropriate referrals.
- Mediate and arbitrate resident conflicts as required.
- Educate residents about community living rights and responsibilities.
- When residence standards are violated: respond, investigate, and document in a timely fashion.

ADMINISTRATIVE AND OTHER RELATED DUTIES

- Be familiar with the policies and procedures of Student Housing and Hospitality Services as outlined in the Residence Advisors' Manual, Residence Contract and other departmental publications.
- Complete verbal and written reports promptly.
- Maintain records and written documentation pertinent to job responsibilities.
- Provide regular administrative assistance in an RLM office including observing resident conduct meetings.

- Provide support to RLM during student conduct process including attending meetings, note taking and completing necessary paperwork.
- Conduct regular building tours.
- Maintain liaisons with resources including:
 - Building Services Manager and building housekeeping staff
 - Residence Front Desk Service Coordinator and residence service representatives
 - Residence dining operations staff
- Perform other duties as assigned.

SUPERVISION RECEIVED

The Residence Coordinator reports to and is supervised by the Residence Life Manager. Verbal contact is expected on a daily basis. Weekly staff and one-on-one meetings with the RLM are expected. Weekly written reports are expected. Decisions involving assigned staff are to be communicated to the RLM, and are often made in consultation with her/him.

SUPERVISION GIVEN

Under the direction of the RLM, the Residence Coordinator supervises residence advisors. Supervision involves coaching, evaluating progress, and addressing staff concerns in consultation with the RLM. Verbal contact is expected on a regular and frequent basis. Weekly staff meetings and one-on-one meetings with assigned staff are expected.

CONSEQUENCE OF ERROR/JUDGMENT

Poor judgment or failure to maintain policies and standards could result in loss of property or injury to residents or staff, decreased student satisfaction, retention and recruitment, and potential legal liability for the University. Department and university credibility and image are strongly impacted by ongoing interactions with students, parents, campus organizations and the community at large. Poor performance could result in failure to provide a comprehensive residence experience for students, as mandated by the University and the department of Student Housing & Hospitality Services.

WORKING CONDITIONS

The Residence Coordinator is required to live in a staff apartment/office in the residence assigned, participate in a residence meal plan and be regularly visible in the residence dining room (during the academic year). The Residence Coordinator must participate in shared on-call rotation, carry a cell phone, and frequently respond to situations at any time of day and night. The job requires moderate physical effort when responding to emergencies. Attendance at evening and weekend meetings, programs and functions is required. Work has sessional peaks and an annual cycle. Personal privacy is limited.

CONDITIONS OF EMPLOYMENT

1. The Residence Coordinator must be a registered UBC student, enrolled in a minimum of three credits (one course) or the equivalent of three scheduled course hours per week per term, six per winter session, and a maximum of six credits (two courses) per term or the equivalent of six scheduled course hours per week per term, 12 per winter session (four courses).
2. The Residence Coordinator must maintain a cumulative academic Grade Point Average of 65% or have previously completed a degree at a post-secondary institution.
3. Due to the formal and informal demands of the position, involvement in another activity which requires a sizeable time commitment (an additional class, extra-curricular participation in a club/group/association, volunteer work, etc.) is permitted only after advance discussion with the RLM and written authorization from the Assistant Director of Residence Life.
4. If the Residence Coordinator is required by an academic program to participate in field experience requiring a significant time commitment during the proposed term of employment, this must be discussed with the RLM

and written authorization received from the Assistant Director of Residence Life prior to accepting the Residence Coordinator position.

5. The Residence Coordinator must be available between 11 a.m. to 1 p.m. and 7 p.m. to 11 p.m. every Monday of the employment term.
6. Participation in a residence meal plan from September to April is required.
7. Participation in shared RC-on-call rotation seven days a week is required.
8. Participation in shared coverage of assigned house(s) is required. 50% of Residence Coordinators must be "in" and available every night.
9. Weekends or other extended leave time away from residence must be authorized by the RLM and arranged with other Residence Coordinators to ensure adequate coverage.
10. The Residence Coordinator is not permitted to share staff apartment/office with another person, unless prior written authorization is obtained from the Director of Residence Life and Administration.
11. Completed criminal record check is required.

TERM OF APPOINTMENT

August 2, 2018 to May 3, 2019.

The Residence Coordinator position is live-in during the term of the appointment.

REMUNERATION

- \$19,315 for the term of the appointment.
- Minimum meal plan for the academic year (September to April).
- Furnished one-bedroom apartment/office at a staff rate.
- Opportunity to apply for funding towards Residence Life conference attendance (i.e., NWACUHO and the Residence Life Conference in Ontario).
- May continue to live in staff apartment/office at a staff rate through the summer if invited to continue employment as the Residence Coordinator for another contract term.
- Must vacate residence by May 8, 2019 if not continuing as the Residence Coordinator, unless the RLM has authorized alternate arrangements. Summer employment elsewhere in Student Housing and Hospitality Services may be available.