Residence Coordinator 2019-2020

Job Description

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.

Job Summary

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).

Organizational Status

The Residence Coordinator reports directly to the Residence Life Manager (RLM) and assists the RLM with direct supervision of six to nine Residence Advisors. The Residence Coordinator acts as an advisor for residence house councils. The Residence Coordinator acts as Project Lead for assigned projects, working with residence and campus colleagues. The Residence Coordinator works in cooperation with Student Housing & Hospitality Services Facilities and Building Services staff and Residence Front Desk staff.

Work Performed

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 and direction during weekly meetings.
- Submit weekly reports and discuss reports with the RLM during weekly meetings.
- 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 and residents when in staff apartment/office and be visible regularly on house floors and in the residence dining room.
**Individual Student Development & Community Support**

- Maintain a highly visible presence for residents and staff in assigned residence area. This is achieved by performing “in” night responsibilities, and regularly visiting assigned houses. This may require walking alone within the residence area at night.

- Be available throughout and participate in Residence Opening Weekends and Week of Welcome.

- Be visible and eat regularly in the residence dining room throughout the academic year.

- 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.

**Supporting Conduct & Residence Standards**

- Know and observe residence and university rules and regulations.

- Respond in a timely and appropriate fashion when violations occur. This includes investigating and documenting all violations in a timely fashion.

- Set an exemplary standard of conduct while in residence and/or the company of other residents at all times.

- Support and review Residence Advisors’ written documentation of standards violations before submission to the RLM.

**Advising & Project Development**

- Encourage and support joint initiatives and collaboration between the House Council, Networks, and Residence Advisors through support, guidance, and leadership assistance.

- Advise assigned Network(s), attend and coordinate Network meetings, and assist/attend related programs and events.

- Coordinate and regularly attend council meetings and meet with executive members weekly.

- Assist and advise house council with program/activity plans.

- Develop rapport and maintain contact with floor representatives.

- Attend house programs and activities.

- Provide support in the Programme Resource Centre on projects and maintenance of the space.

- Serve as a project assistant to an assigned residence or campus partner.

**Activity & Event Planning**

- Coordinate residence programming in assigned house(s).

- Assist Residence Advisors with programming and activity plans.

- Review program proposals and evaluations.
- Manage program budget for assigned house(s).
- Attend house and residence-wide programs and events.

**Administrative Duties**

- Be familiar with the policies and procedures of Student Housing & Hospitality Services as outlined in advisor training materials and the Residence Contract, and other departmental publications.
- Provide, review and respond to regular updates from RLM; this includes but is not limited to completing regular written reports and providing written documentation for all significant student and staff interactions. Provide updates on the residence community, as well as the performance of Residence Advisors.
- Attend and/or facilitate all scheduled meetings, including weekly one-on-one sessions with the RLM and Residence Advisors, team meetings with Residence Advisors, and various team meetings, as required.
- 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 Front Desk Service Representatives
  - Residence dining operations staff
- Provide assistance with administrative matters such as maintenance reports, investigating damage assessments, and room inspections.
- Assist with Residence Advisor recruitment and selection including participation in carousel recruitment interviews.
- Perform other duties as assigned.

**Training & Development**

- Attend and participate in Residence Coordinator Training and Advisor Orientation training 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.
Confidentiality

- Confidentiality in the Residence Coordinator role necessarily extends to the RLM; Residence Coordinators are expected to share significant student interactions.
- Residence Coordinators are privy to sensitive student information and must therefore maintain strict adherence to all policies and guidelines related to privacy and confidentiality.
- Confidentiality extends into future years beyond the term of employment.

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 them.

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.
Qualifications & Other Requirements

- 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).
- The Residence Coordinator must maintain a cumulative academic Grade Point Average of 65% or have previously completed a degree at a post-secondary institution.
- Participation in a residence meal plan from September to April is required.
- Participation in shared RC-on-call rotation seven days a week is required.
- Participation in shared coverage of assigned house(s) is required. 50% of Residence Coordinators must be “in” and available every night.
- Live in assigned staff accommodation and not permitted to share staff apartment/office with another person, unless prior written authorization is obtained from the Director of Residence Life & Administration.
- No relevant criminal offence related to employment. *Completed criminal record check required.*

Availability

- 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, additional employment, etc.) is permitted only after advance discussion with the RLM and written authorization from the Associate Director of Residence Life.
- Prior to signing an employment contract for the Residence Coordinator position, proposed time away for academic practicums, placements, field school, pre-booked travel tickets etc., must be discussed with the RLM and written authorization received from the Associate Director of Residence Life.
- 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.
- The Residence Coordinator must submit a written request to the RLM to obtain permission to be away from residence for a period longer than 24 hours (including absences due to illness). Residence Coordinators stay in residence during Reading Week and until one day after the final day of exams (first term) and until May 8, 2020.
- Weekends or other extended leave time away from residence must be scheduled and authorized by the RLM and arranged with other Residence Coordinators to ensure adequate coverage.

Term of Appointment


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

- $19,315 for the term of the appointment. *Inclusive of vacation pay.*
- 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 a 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 15, 2020 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.