

Programme Resource Centre Advisor (PRCA) Advisor 2023-2024



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

Programme Resource Centre Advisors (PRCA) help enhance the residence experience by using a peer-to-peer approach to support staff and students in their efforts to build community in residence. PRCAs do this by facilitating connections between residence staff and council members, and connections between staff, students and the available resources in residence and on campus. PRCAs are experienced student leaders who are dedicated to increasing resource knowledge for themselves and others, and looking to enhance their skills in conflict management, team work, community development, administration, and large program coordination and logistics.

The PRC Advisor supports the mission of UBC Residence Life within Student Housing & Community Services by being a resource at the Programme Resource Centre for Residence Life staff. Responsibilities include researching, designing, creating, promoting, and updating programming resources for use by other Residence Life staff and providing programming support for advisors. The PRC Advisor is not required to live in residence.

Organizational Status

The PRC Advisor reports to the Manager, Residence Transition and Community Engagement (MRTCE) and works in cooperation with other Residence Life staff, members of residence councils, SHCS Facilities and Building Services staff and residence front desk staff.

Work Performed

Reception Desk Support

- Welcome Residence Life staff and Council members to the PRC.
- Assist with operation and inventory of equipment, supplies and resources.
- Keep accurate records that reflect who, when and how the PRC is being used.
- Perform administrative tasks such as data entry, filing, and answering phones.
- Coordinate and facilitate orientation tours of the PRC for Residence Life staff and Council members.
- Support and coach PRC users in their program development, equipment use, and make resource referrals.

Activity & Event Planning Support

- In collaboration with the PRC team, run programs each term to support the work of Residence Life staff.
- Develop exemplary passive programming aimed at Residence Life staff for display in the PRC.
- Lead individual program coaching sessions with Residence Life staff and provide informal coaching as required.
- Complete one outreach hour per week outside of scheduled PRC shifts.
- Understand the Residence Life community-building model and expectations for both first-year and upper-year communities, which is outlined during Advisor Orientation training.

Residence Opening Day Assistance

- Assist with Opening Day task list completion for all residence areas.
- Assist with preparing and printing marketing and communication materials for staff, parents, and students.
- Assist with recruitment and training of Opening Day Volunteers.
- Available and present to assist on Residence Opening Weekends.
- Assist with wrap-up – including the collection of materials and resources – following Residence Opening Weekends.

Communications

- Update and enhance the PRC website.
- Coordinate and contribute to a weekly blog.
- Update the PRC bulletin boards regularly.
- Research, design, promote and update the Passive Programming Resource Cabinet (PPRC).
- Assist with communication initiatives related to Residence Opening Weekends.

Administrative Duties

- Be familiar with the policies and procedures of Student Housing & Community Services as outlined in advisor training materials and the Residence Contract, and other departmental publications.
- Know and observe residence and university rules and regulations.
- Set an exemplary standard of conduct while in residence and/or the company of other residents at all times.
- Provide, review and respond to regular updates from MRTCE; this includes but is not limited to completing regular written and verbal reports.
- Maintain consistent communication with other staff members, including but not limited to: the PRC team, Residence Life staff, other SHCS staff (Residence Front Desk, Facilities & Building Services, etc.).
- Perform other duties as assigned.

Training & Development

- Attend and participate in PRC Advisor Training in May and Advisor Orientation training in August and any additional training sessions throughout the year.
- Attend regular staff meetings and regularly scheduled one-on-one meetings with your supervisor.
- Receive ongoing feedback from the MRTCE.
- Organize additional training sessions for Residence Life staff as required.

Confidentiality

- Confidentiality in the PRC Advisor role necessarily extends to the MRTCE; PRC Advisors are expected to share significant student interactions.
- PRC Advisors 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.

Consequence of Error/Judgement

Error could result in legal action, financial loss, decreased student, parents and staff satisfaction, student retention and recruitment. Department and university credibility and image are strongly impacted by the success of residence Opening Day and ongoing interactions with students, parents, campus organizations and the community at large. Poor performance could result in failure to provide a comprehensive residential educational experience for students, as mandated by the University and the Department of Student Housing & Community Services.

Supervision Received

The Programme Resource Centre Advisor reports to the Manager, Residence Life Projects. PRCA's meet periodically with the MRTCE to discuss student leader programming needs, matters related to operation of the PRC and/or residence opening days, and to review completion of job expectations. The PRCA is expected to escalate concerns related to the safety and working order of all equipment in the PRC and supply inventory to the MRTCE.

Supervision Given

None.

Minimum Qualifications

- Be a registered UBC student and maintain an academic standing of 65%.
- Satisfactory completion of a criminal records check.
- At least one (1) year of experience having worked as a Residence Advisor or equivalent position.

Preferred Qualifications

- Fluency in Microsoft Office, Adobe Photoshop, publishing software and printing equipment is preferred.
- Excellent leadership, communication and interpersonal skills.
- Effective organization, time management, critical thinking and problem-solving skills.
- Ability to work collaboratively.
- Experience with event planning.
- Strong written and oral communication.