

# Residence Advisor 2024–2025

## 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 Advisors help enhance the residence experience by using a peer-to-peer approach to support wellness, safety and security, community building and personal development for students in residence. Residence Advisors do this by facilitating connections between students who live in residence and connections between students and the available resources in residence and on campus. Residence Advisors are empathetic listeners, good relationship builders, and are looking to enhance their skills in conflict management, event management, teamwork, and community development. Residence Advisors support the mission of UBC Residence Life within Student Housing and Community Services.

### Organizational Status

Residence Advisors report to the Residence Life Manager (RLM). The Residence Advisor works in cooperation with members of the area councils, SHCS Facilities and Building Services staff and residence front desk staff.

### Work Performed

#### Community Support and Engagement

##### *Peer Support*

- In first-year residences, meet and know the names of residents assigned to their floor community by the end of the first month of each term.
- In suite-style residences, go door-to-door in assigned area to meet and greet residents by the end of the first two weeks of each term. Know the majority of residents' names in the assigned area by the end of the first month each term.
- Provide residents with information and assistance for personal, academic and administrative concerns and make appropriate referrals.
- Share information directly with the RLM that is required to provide support and effective management of the residence community. This is especially important when the health and/or safety of an individual or the community may be at risk.

### ***Presence, Visibility and In-Nights***

In first-year residences, the Residence Advisor is required to:

- Be available throughout and participate in Residence Opening Weekends and related activities.
- Be visible and eat regularly in the residence dining room throughout the academic year.

In suite-style residences, the Residence Advisor is required to:

- Be present and regularly visible to residents throughout the academic year. This is accomplished by: being available throughout and participating in Residence Opening Weekends, using service requests from residents to initiate interactions and build rapport, fulfilling administrative duties, when required.

In both first-year and suite-style residences, the Residence Advisor is required to:

- Perform “in” night responsibilities, patrol residence area, on foot, as required. This may require walking alone within the residence area at night.
- Respond to any emergencies that may arise in residence.
- Be in own residence room or on the assigned floor at least three out of seven evenings/nights (8 pm to 7 am) each week for the term of appointment. These weekly requirements must include a Friday or Saturday.

### ***Activity and Event Planning***

- Under the direction of the RLM, propose, implement, and evaluate programs and events which are varied in both content and target audience. Programs must support the Residence Life mission statement and the Residence Life community-building model, which is outlined during Advisor Orientation training.
- The quality, quantity and schedule of events and activities expected will be outlined during Advisor Orientation training.
- Assist Student Housing and Community Services and support the residence area council and other residents in promoting and implementing positive events and activities, and participate in the selection of these programs.
- Ensure print materials in residence are relevant, up-to-date, and well maintained.
- Assess and support residents’ social, academic and personal needs.

### ***Supporting Conduct and 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.

### ***Administrative Duties***

- Be familiar with the policies and procedures of Student Housing and Community 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 interactions.
- Maintain consistent communication with residents, and follow up on information as necessary.
- Maintain consistent communication with other staff members, including but not limited to: the Residence Advisor team, other staff in your residence area (Residence Front Desk, Facilities and Building Services, etc.), and other prescribed working groups.
- Provide assistance with administrative matters such as maintenance reports, investigating damage assessments, and room inspections.
- Attend and/or facilitate community meetings, residence council meetings and other administrative meetings as required.
- Perform other duties as assigned.

## **Training and Development**

- Attend and participate in Advisor Orientation training in August and any additional training sessions throughout the year.
- Attend regular staff meetings on Mondays (7 pm to 9 pm) and regularly scheduled one-on-one meetings with your supervisor.
- Receive ongoing feedback from a Residence Life Manager.

## **Confidentiality**

- Confidentiality in the Residence Advisor role necessarily extends to the RLM; Residence Advisors are expected to share significant student interactions.
- Residence 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/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 and Community Services.

## **Supervision Received**

The Residence Advisor reports to the Residence Life Manager. Residence Advisors meet periodically with a Residence Life Manager to discuss student concerns, matters related to student engagement in their assigned community, and to review completion of job expectations. The Residence Advisor is expected to discuss matters of student wellbeing and community conduct with a Residence Life Manager. This includes escalating concerns to the attention of a Residence Life Manager in a timely manner.

## **Supervision Given**

None.

## **Minimum Qualifications**

- Be a registered UBC student and meet the requirements to live in the assigned residence area.
- Live in assigned staff accommodation and are not permitted to share staff accommodation with another person (unless prior written authorization is received from the Associate Director of Residence Life).
- Purchase a residence meal plan if the assigned residence area requires participation in a meal plan.
- Maintain an academic standing of 65%.
- Satisfactory completion of a criminal records check.

## Preferred Qualifications

- Strong interpersonal skills and a high degree of approachability.
- Demonstrated ability to interact positively with an intersectional community with various needs.
- Ability to be a strong academic role model.
- Ability to work collaboratively.
- Experience with event planning.
- Experience responding to emergencies or critical incidents, and a demonstrated ability to contact first responders and escalate to management.
- Strong written and oral communication.