

Senior 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

Senior Advisors help enhance the residence experience by using a peer-to-peer approach to lead a team of Residence Advisors; in addition to supporting wellness, safety and security, community building and personal development for students. Senior 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. Senior Advisors are experienced Residence Life student staff members, empathetic listeners, and good relationship builders, who are looking to further enhance their skills in conflict management, community development, team development and administrative duties. Senior Advisors support the mission of UBC Residence Life within Student Housing and Community Services.

Organizational Status

The Senior Advisor reports directly to the Residence Life Manager (RLM) and works in co-operation with Residence Advisors, members of residence 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 Senior 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 Senior 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 Senior Advisor is required to:

- Maintain a highly visible presence for residents and staff in assigned residence area. This is achieved by performing “in” night responsibilities, patrolling residence area, on foot, as required. This may require walking alone within the residence area at night.
- Coordinate and participate in a monthly duty schedule, as well as “in” night requirements.
- Assist Residence Advisors and the RLM with resident concerns. Identify and respond to concerns effectively.
- 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.

Leadership and Support

- Facilitate development of an effective small team by creating a culture of consistency, communication and support.
- Provide leadership to a small team by scheduling and facilitating weekly meetings focused on topics such as team consistency, residence programs and events, and community concerns.
- Communicate regularly with Residence Advisors through “One-on-One” meetings aimed to support community presence and involvement.
- Offer guidance to Residence Advisors about the Residence Contract, program development and residence standards.
- Track completion of required tasks, follow-up on programs, unit visits and “IN” night responsibilities, and provide feedback to Residence Advisors.

Activity and Event Planning

- Work with Residence Advisors to plan, coordinate and implement residence programs and initiatives that meet all requirements identified by 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.
- Communicate regularly and liaise with the residence council to ensure program information is shared widely with the community.
- Ensure print materials in residence are relevant, up-to-date, and well maintained.
- Develop an environment that is conducive to academic success and co-curricular opportunities by coordinating and implementing the Residence Life community-building model in an assigned community.
- 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.
- Review Residence Advisors' written documentation of standards violations before submission to the RLM.

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. Provide updates on the residence community, as well as the performance of Residence Advisors.
- 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 all scheduled meetings, including weekly one-on-one sessions with the RLM, group meetings with Residence Advisors, and various team meetings, as required.
- Perform other duties as assigned.

Training and Development

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

Confidentiality

- Confidentiality in the Senior Advisor role necessarily extends to the RLM; Senior Advisors are expected to share significant student interactions.
- Senior 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.
- At least one (1) year of experience having worked as a Residence Advisor or equivalent position.

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.
- Excellent leadership skills.
- Effective organization, time management, critical thinking and problem-solving skills.