#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Residence Area Coordinator

**Job Number:** A-354 | VIP: 1361

**Band:** OPSEU- 9

**Department:** Student Housing

**Supervisor Title:** Assistant Director, Residence Life & Education

**Last Reviewed:** September 13, 2023

#### **Job Purpose:**

The Residence Area Coordinator (RAC) is responsible for the development and implementation of the of the Residence Life program in their assigned area. The RAC will provide operational leadership to 2-3 Residence Life Coordinators and will coordinate and oversee the delivery of hiring and training student staff members on the Residence Life & Education Team.  
  
The RAC will oversee the Residence Community Support System to address student conduct and student wellness concerns. The RAC works closely with campus partners in addressing allegations of policy violations in residence and provides support to students with an escalated in need.   
  
The position is a residence-wide support and is primarily based in Peterborough and will require periodic in person support on the Trent Durham campus. The incumbent provides subject matter expertise to all campuses, requiring regular interpersonal interactions and collaboration with departments at the Peterborough and Durham campuses, with student governments, and external partners

#### Key Activities:

##### Professional Staff Support

* Provides operational leadership, supervision, oversight, and direction to 2-3 Residence Life Coordinators, including providing training, coaching and development opportunities. Indirectly supervise 40 student employees.
* Provide accurate and timely guidance and coaching to Residence Life Coordinators on resident conduct and student support matters.
* Develop and maintain comprehensive student conduct, wellness and staff support resources for Residence Life Coordinators.
* Facilitates weekly team meetings for all Residence Life Coordinators on emerging trends and departmental needs.
* Supports Residence Life Coordinators in the management and supervision of student employees, including providing oversight to employee disciplinary processes.
* Conducts regular staff meetings to disseminate information, discuss any concerns (staff or management), advise of upcoming changes.
* Direct and monitor the completion of work quality to provide feedback.

##### Student Conduct Administration

* Responsible for the leadership and coordination of the Residence Community Support System.
* Manage high level student conduct incidents working collaboratively with campus partners. Assign outcomes up to and including residence agreement termination.
* Take appropriate actions to ensure procedural fairness, due process and natural justice in conduct follow up and investigations.
* Evaluate the effectiveness of education and restorative sanctions/processes within the Residence Community Support System.
* Analyze and evaluate policies to ensure compliance with operational requirements and legislation.
* Draft/redraft policies to ensure consistency and currency with the University’s policy framework for approval by the Assistant Director, Residence Life & Education.
* Compile and prepare data and regular statistical reports regarding the conduct process including mandated reports for legislation and governmental requests (e.g., sexual violence, harassment/discrimination, free speech, etc.)
* Maintain conduct database, ensure reports meet established guidelines and accurate, provide coaching, and develop resources as necessary.
* Assess risk and allegations of significant and high-level student conduct matters.
* Manage high-level conduct cases internally, and when appropriate, refer cases to other University offices, including meeting with students to investigate and review behaviour, assess level of responsibility, and develop outcomes, and using developmental and/or restorative approaches.
* Coordinate the implementation and tracking of interim measures, and educational outcomes.
* Updates and maintains conduct publications, including manuals, forms, online information, and Residence Guidebook.
* Manages FIPPA requests for information, working closely with the Assistant Director, Residence Life & Education, and the University Privacy Officer.
* Under broad direction of the Assistant Director, Residence Life & Education develop protocols and procedures for responses to student incidents, student wellness, and conduct concerns.

##### Student Support & Follow Up

* Respond to student, staff and community support needs that arise as result of crisis or emergency situations.
* Coordinate reasonable and appropriate supports for students in crisis.
* Liaise between Student Housing, Student Wellness Centre, Campus Security, and Student Affairs to provide a seamless support to residents.
* Manage and monitor high-level cases by providing one-on-one follow up with students of escalated concern.
* Coordinate transitions and support for students in crisis to external resource providers.
* Provide guidance to students on University policies & processes as they relate to student conduct and support.
* Manages student concerns through a variety of non-clinical interventions, referrals, and follow-up services in collaboration with other University departments.
* Provides backfill for the Residence Life Coordinators in their absence or as operational needs require.

##### Staff Training & Hiring

* Develop and deliver comprehensive training and resources for Residence Life Coordinators and student staff around student conduct and student support (i.e. conduct process and administration, emergency situations, crisis management, principles of due process, and compliance with legislation).
* Plan, coordinate, and implement annual training for student staff (August, ongoing, in-service).
* Liaise and coordinate with internal and external partners to develop and deliver training curriculum.
* Coordinate Residence Life & Education student staff recruitment and selection process using best practices and integrating EDI principles.
* Write case notes for the Director/Assistant Director, Residence Life & Education to attend meetings.

##### Campus Collaboration

* Meet regularly with student support partners including Campus Security, Student Wellness Centre, and the Office of Student Affairs.
* Develop and implement presentations to partners around residential student wellness & conduct processes, trends in residence communities, and other areas of expertise related to the position.
* Serve as a resource person for residence students involved in charter related incidents.
* Represent the department or Assistant Director, Residence Life & Education on committees relating to student conduct and student wellness concerns, as necessary.

##### Other

* Serve as a contributing member of the Student Housing department on collaborative work, meetings, project teams, and initiatives.
* Uphold the residence agreement and related University policies to ensure the safety and enjoyment of the residence community.
* Research best practices, participate in professional associations/organization and engage with institutional partners.
* Work with the Financial Officer to monitor expenses and make budget submission recommendations.
* Engage in program and service evaluation analyzing data to make evidence-based decisions and improve services.
* Collaborate with stakeholders and consult with Housing Advisory Committee to review and update Student Housing policies related to areas of responsibility.
* Lead special projects and initiatives as assigned by the Assistant Director, or other members of the Housing Leadership team.
* Be knowledgeable of emergency response procedures and implement as required.
* Maintains confidential student conduct records in accordance with Freedom of Information and Protection of Privacy Act, and University policies.
* Assist with department-wide initiatives and other departmental processes that support student residence communities (i.e. move in/out, student staff hiring, addressing facilities/operational needs, special projects, student staff training) as necessary.
* Coordinates the Residence Council program.
* Participates in departmental meetings as required.
* Assist with prospective student recruitment events.
* Some evening and weekend work required.
* Other duties as assigned.

#### Education Required:

* Masters Degree with a focus in related fields including, but not limited to, Social Work, and/or Education is required.
* Knowledge or certification in Mental Health First Aid and Applied Suicide Intervention Skills Training (ASIST) is preferred.

#### Experience/Qualifications Required:

* Three years of related professional experience in student conduct and support is required; experience related to residence life preferred.
* Three years in providing support to individuals in crisis and managing crisis situations is required.
* Understanding of student conduct in an educational setting, and an understanding of the concepts of due process, procedure, experiences in counselling, dispute resolution, or related experience is required.
* Knowledge of current provincial and federal laws, regulations, and trends in the field of higher education is preferred.
* Demonstrated initiative and leadership skills required.
* Excellent communication and interpersonal skills.
* Ability to mediate conflict and manage sensitive conversations.
* Demonstrated ability to exercise judgement and use initiative in applying and interpreting a variety of procedures, policies, and practices.
* Excellent writing and presentation skills.
* Must be proficient in the use of computer applications such as intermediate level word processing, spreadsheets and database applications.
* Ability to work independently and as a team player.
* Demonstrated skills in, and commitment to, customer service and continuous improvement.
* Vulnerable Sector Check (dated within the last 6 months) will be required as a condition of employment.
* Ontario drivers G class driver’s license.

#### Supervision:

* Provide oversight and direction to 2-3 Residence Life Coordinators.
* Provide training, guidance and direction, assigning and monitoring work for accuracy and completion and providing input into staffing decisions and performance evaluations.

**Job Evaluation Factors:**

##### Analytical Reasoning

High Level Student Conduct & Support:

* Occurs regularly throughout the year
* Interpret information received from various sources in order to determine an outcome that promotes student learning and safety.
* Interpret University and departmental policies, consulting regularly with Human Resources, Risk Management, Wellness, and the Office of Student Affairs.
* Assess and determine safety risks to students and the community and develop solutions to mitigate safety risks.
* Identify appropriate resources and supports for students in crisis.
* Assign conduct measures to students which may include, but not be limited to, suspensions from residence, trespass notices, and residence contract termination.

Student Wellness & Conduct Assessment:

* Occurs monthly throughout the year.
* Collect and interpret student conduct data to identify trends in order to advise and coach RLCs to address concerns.
* Assess training needs for professional and student staff.

Development of Written Procedures:

* Occurs regularly throughout the year.
* Define goals with Assistant Director, Residence Life & Education/Director/.
* Source procedures from other institutions.
* Prepare drafts for approval.
* Develop training and communication strategies and implement strategies with RLCs and student staff.

##### Decision Making

* Incumbent assesses safety concerns, decides upon, and issues interim measures and outcomes to ensure the safety of the residence community. This may include termination from residence.
* Incumbent is expected to develop procedures based on legislation, university policy and departmental priorities as it relates to student conduct and safety. It is expected that the incumbent will draft documents for approval by the Assistant Director, Residence Life & Education.
* Incumbent analyzes and interprets student conduct data to report and make adjustments to the Community Support System to promote student safety and learning.
* Incumbent is expected to develop relationships and initiatives that further the Residence Life & Education program within the parameters and expectations of the Assistant Director, Residence Life & Education (e.g. working with campus partners, meeting with students and student staff).
* Incumbent is expected to independently interact with diplomacy and tact with students and staff in residence regarding highly complex and confidential issues (e.g. following up with survivors/respondents of sexual violence).
* Incumbent makes decisions on the items presented in case notes from complex student concerns that have a high-impact on the residence and university community to present to larger University committees.

##### Impact

* Failure to identify conduct trends and develop appropriate strategies to address concerns could result in an increase of high-risk behaviours in residence, affecting vandalism, satisfaction, institutional reputation.
* Failure to assess training needs and effectively train staff could result in student safety concerns, retention and satisfaction.
* Failure to report on required conduct data may result in monetary sanctions to the University.
* Failure to appropriately address and mitigate a safety risk could result in safety concerns for the residence and/or campus community.

##### Responsibility for the Work of Others

Provide training, consultation and coaching to:

* Student Housing professional and student staff

##### Communication

Internal

Communicating for the purpose of exchanging information and collaborating on initiatives

* Student Housing professional and student staff
* Student services staff
* Residence students
* Campus Security
* Student Wellness Centre
* Other University staff or faculty in the general course of daily interactions

External

Communicating for the purposes of exchanging information

* Students and families/supporters
* Other conduct officers in higher education institutions in Canada

##### Motor/ Sensory Skills

* Required computer skills for residence software and basic administrative duties
* Ability to active listen and paraphrase student concerns/issues

##### Effort

Mental

* Ability to prioritize tasks

Physical

* Sitting (e.g. computer/in meetings)
* Some work on evenings/weekends

##### Working Conditions

Physical

* Must be able to work some evenings and weekends where required.

Psychological

* Will follow up with and support students who have experienced trauma.