

Job Title: Community Assistant

Department: Student Housing

Supervisor Title: Community Housing Coordinator

Last Reviewed: October 2024

JOB PURPOSE:

Reporting to the Community Housing Coordinator (CHC), the Community Assistant (CA) is a student employee within Student Housing who supports students living in designated upper year, graduate, and family housing. The CA will foster a sense of community within these designated communities that is conducive to learning, engagement, and academic success. The CA acts as a mentor and is responsible for community management and community building for the upper year/grad community. As members of the Student Housing Team, the CAs are expected to build quality relationships with their colleagues. It is anticipated that the CA will work approximately 10-15 hours per week with flexibility based on student needs within the community.

KEY ACTIVITIES:

- Establish, develop, and maintain a relationship with each member of the assigned community by regularly interacting with each resident.
- Act as a role model for students through upholding and enforcing the Residence Standards, Residence Agreement, and Student Charter of Rights and Responsibilities, maintaining a strong understanding of and ability to communicate this information to students;
- Foster a sense of community within the upper year, graduate, and family housing community.
- Promote student wellness within residence and share information on strategies for academic success and personal wellness.
- Develop and implement learning experiences specific to an independent and mature living environment as per the Community Education Learning Model.
- Respond to Residence Standards violations, student concerns, and emergency and crisis situations as required including mediate conflicts that arise between roommates and community members. Escalate concerns based on department standards.
- Document interactions with students and concerns in StarRez, including maintenance issues, by following department procedures.

- Ensure privacy is maintained with respect to student's behaviours and incidents occurring in Residence;
- Assist with key operational dates and events including Move In/Out, inspections, and recruitment events.
- Other duties as assigned.

EXPERIENCE/QUALIFICATIONS REQUIRED:

- Ability to develop excellent professional interpersonal relationships and communicate effectively.
- Demonstrated creativity and sound problem-solving skills.
- Demonstrated customer service skills, responsibility, and leadership abilities.
- Ability to work independently with minimal supervision, take initiative and be proactive.
- Shows maturity, responsibility and a positive attitude towards the tasks at hand.
- Working knowledge of computers and Microsoft Suite (excel, outlook, word, and MS Teams).
- Knowledge of Trent's Student Housing department and the College Residences is considered an asset.
- Willingness to work some evenings and weekends.

CONDITIONS OF EMPLOYMENT:

- Maintain status as a full-time student (3.5 credits per term)
- Achieve and maintain a "Good Standing" academic status
- Maintain good financial standing with the University
- Obtain a clear police record check
- Maintain a clear student conduct history the University