#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** After-Hours Support Coordinator

**Job Number:** A-501 | VIP: 1994

**Band:** OPSEU-6

**Department:** Student Housing

**Supervisor Title:** Manager, Residence Life

**Last Reviewed:**  June 17, 2024

#### **Job Purpose:**

Reporting to the Manager, Residence Life, the After-Hours Support Coordinator plays a key role in creating and maintaining a respectful and safe residence environment through providing after hours service centre support and incident response in residence.

The After-Hours Coordinator performs regular rounds of residences addressing student behaviour, student safety, and building facility issues as they are observed or referred to by students. The incumbent will refer to Campus Security and/or the Residence Life Coordinator On-Call as required.

#### Key Activities:

* Conduct regular rounds of their assigned residence areas, monitoring for and addressing violations of university policies, safety concerns, and facilities damages.
* Respond to student concerns, emergencies, and crises after hours and refer to the Residence Life Coordinator on call or Campus Security where appropriate.
* Assess situations and initiate appropriate procedures and protocols.
* Meet with students and triage crises, acting as a resource person to students regarding residence policies, procedures, and resources available on campus.
* Consult with the Residence Life Coordinator on call for guidance, support, and when situations arise beyond their scope.
* Ensure timely, accurate, and comprehensive documentation in the housing management system for follow up by the Residence Life Coordinator(s). Track the volume of concerns and category of concerns observed and/or are reported by students.
* Serve as a contact for students at the Service Centre, assisting with student inquiries, which may include lockouts, mail distribution, maintenance request documentation, etc.
* Conduct after-hours resident check-in and check-out procedures.
* Collaborate with Student Housing teammates.
* Other duties as assigned.

#### Education Required:

* General Degree (3 years) required.

#### Experience/Qualifications Required:

* A minimum of two (2) years of professional experience is required. Experience with conflict resolution and/or emergency response is preferred.
* Security-related experience is considered an asset.
* Excellent communications skills.
* Demonstrated ability to exercise judgement in applying and interpreting a variety of procedures, policies, and practices.
* Ability to respond appropriately and effectively in stressful situations.
* Demonstrated ability to work independently and successfully in a team environment and with minimal supervision.
* Demonstrated skills in, and commitment to, customer service.
* Must be available to work shifts in the evenings and weekends.
* Must be available, on the premises, for the entire shift to respond to emergencies when necessary.
* Must be in good physical condition, be able to climb stairs to do rounds within residences.
* Criminal Records Check, including a Vulnerable Sector Check will be required as a condition of employment.
* Ontario G class drivers' licence or equivalent.

**Job Evaluation Factors:**

##### Analytical Reasoning

* *Triage a range of student life and facility incidents require the incumbent to independently consider initial courses of action in line with university policies and procedures. Must exercise judgement to determine the best means of resolving incidents.*
* *Incidents may range from lock outs from bedrooms to students expressing suicide ideation.*
* *Must be able to analyze facts and communicate facts to those above them when situations call for it (e.g., student death)*

##### Decision Making

* *Will not have a direct supervisor on site and will be responsible for after-hours responses with the support of a Residence Life Coordinator and Manager on call. The incumbent will be required to refer incidents to the RLC or Manger based on their judgement and department procedures.*
* *Provides initial triage, response and decisions regarding the safety of students and staff living in residence. Will be required to make quick decisions that impact individual wellbeing.*

##### Impact

* *Failure to make appropriate decisions while triaging incidents or follow appropriate procedures could result in injury, damage, and impacts to other’s wellbeing.*

##### Responsibility for the Work of Others

* *Will work collaboratively and refer to Security, RLC and/or Manager on call, and/or Emergency Medical Services. No direct supervision of staff.*

##### Communication

* *Daily interactions with students, guests, and staff at the university for incident response, residence access control/lock outs, work orders, and general questions and concerns.*
* *Emergency Medical Services responding to residence incidents.*

##### Motor/ Sensory Skills

* *Keyboarding, use of mobile devices and software including StarRez database*
* *Observation and active listening for facility or student related issues and communication with others. May interact with students that are in a state of emotional distress.*

##### Effort

* *Ability to walk across campus, and up and down stairs over the course of a shift.*

##### Working Conditions

* *Night shift work requires individuals to be up, awake, and working between 10 pm and 8 am.*
* *Must be able to work nights throughout the week and weekends (per shift schedule).*
* *Must have the ability to be adaptable to changes in staffing levels due to illness and vacations.*
* *Reacting and interacting with others that may be in emotional distress.*
* *Responding to unique situations for which there is no established policy and requires their judgement and knowledge of general procedures.*