#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Durham Student Housing Coordinator

**Job Number:** A-502 | VIP: 1995

**Band:** OPSEU-8

**Department:** Student Housing

**Supervisor Title:** Manager, Residence Life (Primary)   
Assistant Director, Facilities & Operations (Dotted)

**Last Reviewed:** June 17, 2024

#### **JOB PURPOSE:**

The Student Housing Coordinator is one of two Student Housing staff working at the Durham campus overseeing the residence operation. The coordinator is responsible for the administration of the residence life program, service centre, access control, and day to day management of the residence. The incumbent will be responsible for creating and maintaining a safe, supportive, inclusive, and learning-oriented community for staff and students. As the first point of contact for escalated matters, they will work in collaboration with colleagues and campus partners to resolve a broad range of complex matters. The Student Housing Coordinator lives on campus in a designated University apartment and is part of a biweekly on-call rotation.

#### **Key Activities:**

* Responsible for the day-to-day management of the residence life program, service centres, access control, and operations of the residence.
* Provide direct supervision of approximately 20 student employees, including facilitating hiring, training, and performance management.
* Facilitate the development of a positive community in residence through implementation of the residence learning model, maintaining a presence within the residence, and establishing positive relationships with students and staff.
* Respond to student conduct and student wellness cases in the building including investigating reports, assessing levels of responsibility, managing risk, and determining overall incident resolution. Refer high-level cases to the Assistant Director or other policy holders at the University.
* Provide support to residents and guests through managing related concerns that arise and making referrals to appropriate campus resources as required.
* Maintain accurate and timely StarRez records following established departmental processes, procedures and expectations.
* Establish service centre objectives, hours, policies, and procedures for Durham residence.
* Collaborate and work closely with peers, campus, and lease partners to facilitate a safe and supportive residence experience that aligns service standards between the campuses.
* Oversee access control by maintaining the housing key management system for the residence. Working collaboratively with the Service Centres & Operations Coordinator on developing and implementing procedures related to auditing and the security of all keys including master, sub-master, staff keys, and building access control.
* Work with and refer facilities concerns to the Facility Services Coordinator ensuring that facility needs are being met within Durham residence.
* Participate in a biweekly on-call rotation to provide after-hours support to staff and students living and working in the Durham residence.
* Other duties as assigned.

#### **Education Required:**

* Honours Degree (4 year) required.
* Master's Degree with a focus in related fields including, but not limited to, Education, Social Work, and Psychology is an asset.
* Hospitality Management Certification is an asset.

#### **Experience/Qualifications Required:**

* Minimum of three (3) to four (4) years of professional experience related to providing direct service to students in a post-secondary environment.
* Two (2) years’ experience in responding to crisis situations.
* Excellent communication and interpersonal skills.
* Demonstrated ability to exercise judgement and use initiative in applying and interpreting a variety of procedures, policies, and practices.
* Highly self-motivated and directed.
* Demonstrated ability to work independently and successfully in a team oriented, collaborative environment.
* Demonstrated skills in, and commitment to, customer service and continuous improvement.
* Excellent assessment skills to identify, negotiate, respond, and resolve complex situations involving young adults in crises.
* Criminal Records Check, including a Vulnerable Sector Check will be required as a condition of employment.
* Must be available weekends and evenings for regular office hours and after-hours responsibilities and for weekend on call on a rotational basis.
* Ontario G class drivers' licence or equivalent with access to a vehicle.

#### **Supervision:**

* Supervise and direct the activities of approximately 20 student employees

#### **Additional Information:**

The position is “live-in” with an assigned University apartment provided at a discounted rate, paid by payroll deduction. The apartment is semi-furnished and includes high speed internet, access to a computer, and all utilities. The department also supports the professional development of its team members.

**Job Evaluation Factors:**

##### **Analytical Reasoning**

* *Working in an environment where there are multiple priorities, they must be able to quickly prioritize concerns to address the most urgent and important first. Must be able to work on multiple tasks at a rapid pace (e.g., front desk, key, student life issues happening at once).*
* *Upon referral from dons, external contractors (CLC) or the After-Hours Coordinator will manage 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 be serious in nature including but are not limited to sexual violence disclosures, supporting students experiencing suicidal ideation, and addressing emergency mental health incidents.*
* *Must be able to work with CLC to ensure access control is appropriately managed and systems are in good working order.*
* *Must be able to analyze facts independently, making decisions, and communicate facts and outcomes of their decisions to students, parents/supporters and other staff (e.g., communicating student conduct outcomes up to and including making recommendations for student eviction).*
* *Interpretation of University and departmental policies, consulting with HR, Security, Wellness, Office of Student Affairs and EHRO.*
* *Assess and determine safety risks and develop responses/solutions.*

##### **Decision Making**

* *High level of autonomy and independence as one of two Student Housing staff on the Durham campus. Must be able to solve problems and make decisions to support students and staff and/or facilities related concerns with a high level of independence.*
* *Will not have a direct supervisor on site. Must be able to work independently to resolve issues and concerns on a broad range of issues.*

##### **Impact**

* *Failure to make appropriate decisions or follow appropriate procedures could result in injury, damage, impacts to other’s wellbeing, death, and institutional risks including financial, legal, and reputational.*

##### **Responsibility for the Work of Others**

* *Responsible for hiring, supervision, and performance management of a team of 20 student employees.*
* *Provides direction to After Hours Coordinator when contacted for on call support.*

##### **Communication**

* *Daily interactions with students, guests, and staff at the university for general inquiries, facility or student life/well-being related incidents, student behaviour, student life programming, etc.*
* *Regular discussions with Campus Living Centre staff on building and student needs.*
* *EMS for incident response in residence.*

##### **Motor/ Sensory Skills**

* *Keyboarding, sitting for long periods of time, use of mobile devices and software*
* *Significant mental effort in listening, interpreting and responding to students and parents in distress*
* *Will interact with students that are in a state of emotional distress*

##### **Effort**

* *Ability to prioritize tasks*
* *Sitting for long periods of time*
* *Must be able to lift and transport items, including keys, lockboxes, etc.*
* *Some work on evenings and weekends*

##### **Working Conditions**

* *Must be able to work some evenings and weekends where required.*
* *Participates in a 24/7/365 biweekly on call rotation, which can be very disruptive to personal life.*
* *Resides on campus with limited privacy.*
* *Will follow up and support students who have experience trauma.*
* *Responding to unique situations for which there is no established policy and requires their judgement and knowledge of general procedures.*