

SIMON FRASER UNIVERSITY
ADMINISTRATIVE & PROFESSIONAL
JOB DESCRIPTION

Position Title: Residence Life Coordinator

Position #: 00109414, 00109415,
00109416, 00126207,
00121954

Employee Group: APSA

POSITION SUMMARY

The Residence Life Coordinator (RLC) is responsible for developing and maintaining a positive living-learning environment for residence students that promotes academic and personal development. The incumbent collaborates with various internal and external campus departments to ensure the safety, security, and comfort of all residence properties. The Coordinator supervises and coordinates the work of unionized student staff in the delivery of a comprehensive Residence Life program. The incumbent responds to and manages crises and disciplinary situations in the residences as part of an on-call rotation. The Residence Life Coordinator maintains a presence on campus during non-business hours, weekends and holidays. This position requires a combination of established office hours and evening, weekend and holiday coverage. A furnished apartment with high-speed internet, cable, and phone line is provided, as well as a Residence parking spot.

DUTIES AND RESPONSIBILITIES

1. The four RLC positions supervise a team of over 50 unionized (CUPE Local 3338) student staff in the facilitation of their duties (e.g. community building, programming, peer helping, and front-line crisis response) by:
 - Conducting regular meetings and staff training in order to assess and address community issues and needs.
 - Coordinating and supervising the organization of community-wide events and monitors staff programming requirements.
 - Regularly attending Community Advisors (CA) programs. Advising Area Coordinators (AC) on the goals and objectives of residence programming, and supporting the ACs' monitoring of CA performance and programming.
 - Coordinating AC and CA roles and responsibilities in relation to move-out and move-in days in collaboration with the Residence Life Information Assistant.
 - Conducting semesterly performance evaluations for all ACs and CAs. Creating, implementing, and administering the evaluation process and ongoing performance management for each individual staff member.
 - Working with the Manager, Residence Life (Manager, RL) promoting, planning, and facilitating the recruitment process for new ACs and CAs, and the re-appointment process for returning CAs and ACs. Conducting selection committee interviews, making selection decisions, and assisting in the planning and facilitation of group interviews.
 - Working with the Manager, RL, assisting in the design and implementation of regular student staff training sessions. Identifying, coordinating, and delivering professional development training for unionized student staff.
2. Liaises and coordinates with other University departments to provide training for student staff and to facilitate the provision of services, supports and resources for residents by:
 - Participating in and advising on University and departmental committees as a representative of Residence Life.
 - Developing, implementing, and delivering a community development program within the residence community that promotes and supports the academic and personal endeavors of residents. Through collaboration with internal and external campus partner programs, promotes and delivers enrichment activities and opportunities for residents.
 - Maintaining community demographic information and prepares annual reports.
3. Responds to and manages any crisis/emergency situation in residence, including: mental health, drug use/misuse, sexual and physical assaults, medical emergencies, safety and security concerns, and natural disasters by:
 - Working with the Manager, RL to develop and implement critical incident response plan that maintains the safety of residents, mitigates institutional risk, and informs appropriate university personnel as necessary.
 - Along with 3 other RLCs, participating in an on-call rotation system of 24 hours a day, 7 days a week. Remaining available at all times, carrying an on-call cell phone, and is no farther than 20 minutes away from residence at any point during the on-call shift. While on-call, maintains the safety and security of the property and all residents.
 - Serving as the after-hours agent of Residence & Housing in the approval of after-hours expenditures, assessing and managing departmental risk, and coordinating emergency response protocols.
 - Assisting the Associate Director, Residence Life and the Manager, Residence Life in the development, implementation, and maintenance of the Residence Contract and specifically the Community Standards Program.

- Participating as an active member of the Emergency Volunteer Team (EVT) in the response to on campus emergencies.
4. Conducts student conduct investigations and meets with students regarding contract violations such as damage, behavioural concerns, and personal well-being concerns by:
 - Deciding on appropriate and fair community sanctions in accordance with departmental policy.
 - Maintaining accurate and thorough records of all conduct investigations and disciplinary processes within SFU's Housing management system (i.e. StarRez) in accordance with due process and privacy regulations.
 - Training and supervising Area Coordinators in the completion of lower level mis-conduct meetings and the resulting follow-up and documentation.
 - Meeting regularly with Campus Public Safety personnel to confer about current disciplinary and safety issues.
 - Ensuring that the rights of the individual as well as the community are being upheld through the appropriate use of policy and procedures.
 5. Performs various administrative duties by:
 - Assisting in the administration of departmental literature such as: SFU Residence Contract, , Function Responsibility Forms, Residence Community Standards, Room Switches, AC/CA Manuals, RLC Manuals, Job Descriptions, etc.
 - Approving and maintaining position and program budgets. Approving and tracking CA and AC use of petty cash account. Allocating and managing position program funds.
 - Maintaining confidential behavioural and case management files for residents in accordance with institutional policy.
 - Completing the weekly review, recording, and follow up of AC and CA log sheets. Overseeing AC and CA on-call schedule.
 - Assisting with the administration of move-in and move-out requirements. Supervising CA/AC team in completing room inspections and floor preparations.
 - Assisting in maintaining the physical management of the residences by conducting regular rounds of the buildings and reporting deficiencies to the Coordinator, Residence Facilities.

IMPACT OF DECISION MAKING

The Residence Life Coordinator is responsible for making decisions regarding:

- The investigation of situations and conduct related decisions (e.g. sanctions, restitution, community service hours, etc.).
- Co-curriculum initiatives and programming budget allocation.
- Student crisis situations, makes appropriate decisions or referrals.
- The development of plans with students to support their personal and academic success.
- Educational and experiential programming in the residences.
- Selection of student staff.
- Adjustments made to work schedules to meet the needs of the residence community and operations.
- The implementation of community assessment and response protocols: student feedback forums, meets with internal and external departments to develop community procedures, implements new programs and initiatives.
- General supervisory decisions such as: approval of petty cash expenses, evaluating staff performance, hiring student staff, allocating student and staff placement.

RELATIONSHIPS

Primary Working Relationships

Internal Connections/External Connections - Key university departments and partners, including: Campus Public Safety (CPS), Health & Counselling Services, International Services for Students, Emergency Volunteer Team, Facilities Services, Student Engagement and Retention, Food Services, and Fraser International College. Serves as a liaison with internal and external emergency response teams (e.g. CPS, RCMP, Ambulance, etc.).

QUALIFICATIONS

Initial Effective Date:

Latest Revision Date: 2019-04-15

Bachelor's degree in Business Administration or a related discipline and two years of residence life experience in a supervisory role within a unionized environment, or an equivalent combination of education, training and experience.

- Excellent knowledge of suicide intervention, health & safety, first aid, and dispute resolution practices.
- Knowledge of University policies, procedures, and resources in order to assist students and guide them to appropriate resources (e.g., Student Counseling Services, filing reports with Campus Security).
- Excellent decision-making skills.
- Excellent interpersonal and communication skills (both verbal and written).
- Excellent crisis management, problem-solving and analytical skills.
- Excellent organizational, supervisory and leadership skills.
- Ability to develop and deliver training programs.
- Ability to work independently.
- Ability to understand, apply and explain policies such as the Freedom of Information and Privacy Protection (FOIPOP) Act and the Residence Contract.
- Proficient in the use of with word processing, database and spreadsheet applications (i.e., MS Word, MS Excel, Access, PageMaker, FileMaker).
- Ability to meet satisfactory criminal records search requirements.
- Ability to arrange suitable transportation to various work locations.

Initial Effective Date:

Latest Revision Date: 2019-04-15