

Residence Life Assistant Job Description & Expectations

Please review this information before submitting your application to make sure you have a strong understanding of what the job entails. This is a working document and as such some details may change. Please address any questions to a member of the Residence Life Office at residence@wdw.utoronto.ca.

Woodsworth College Residence is a suite-style community of undergraduate students living in individual bedrooms within units of 4, 5, or 6 students. Students are not required to have a meal plan and are responsible for the cooperative management of their own spaces. During the summer the residence is open to all University of Toronto students, as well as students from other institutions attending summer work programs and internships.

Under the supervision of the Assistant to the Dean, Residence Life (ADRL) and the support of the Residence Operations Coordinator (ROC), the Residence Life Assistant (RLA) works closely with the Residence Office staff and Front Desk Porters to assist with the summer residence program. It is expected that the RLA will communicate openly and effectively with members of the Residence Front Desk Porter team and Residence Staff.

The Residence Life Assistant is expected to support the mission of Woodsworth College Residence in providing residents with a safe, secure, welcoming, and inclusive residence space. In addition to providing training and supervision, the ADRL and the ROC will endeavor to ensure that the RLA is supported, challenged, and encouraged to develop as a residence life professional.

The RLA will be expected to maintain a consistent daily schedule of office hours from Monday to Friday with the ability to flex time as needed after on-call situations. Vacation time will be allotted with the approval of the ADRL and in consideration of full-time staff vacation coverage.

Supervisor	Assistant to the Dean, Residence Life (ADRL)
Term	May 1, 2020 – September 4, 2020
Compensation	\$18.00/hour and residence accommodation
Hours	36.25/hours per week This includes flexible hours due to a rotating on-call schedule.
Eligibility	Requirements for this live-in position include: a minimum of 1-year related experience in a residence environment, or an equivalent combination of education and experience. The successful candidate must be able to fulfill the contract in its entirety. SafeTALK and/or ASIST certification an asset. <i>Additional requirements include:</i> Demonstrated administrative skills; an understanding of student-life within a post-secondary institution; working and communicating effectively with students; conflict mediation/resolution; crisis intervention/support; the ability to work collaboratively; and the ability to manage time effectively and deal with high stress situations.

SCOPE OF POSITION & RESPONSIBILITIES

It is expected that the conduct of the RLA will serve as a role model for residents and Front Desk Porter Team members. The RLA will support the Residence Life Office with the following areas:

- Emergency and after-hours response
- Office administration and communications
- Project work
- Student conduct and success

Specific responsibilities of the RLA include, but are not limited to, the following:

Emergency and after-hours response:

- Sharing a rotational schedule with the ADRL, respond to crisis and after-hours situations as the first responder to assess and initiate appropriate procedures
- Consult with the ADRL and/or Dean of Students for any high-risk situations or where additional guidance and support is needed
- Advise student staff on situations that may be challenging or beyond the scope of their training and experience
- Clarify policy and protocol for student staff as needed

Office administration and communications:

- Answering telephones, taking information, and relaying information to appropriate staff
- Check voicemail and email, responding when necessary
- Attending and assisting in facilitation of regular staff meetings
- Providing pertinent information to students, parents, the Residence Office, Residence Life Staff, repair and cleaning staff, guests, and visitors
- Assisting ROC in coordinating porter break coverage
- Monitoring residence office and summer residence emails accounts during ROC vacation periods
- Assisting Residence Office Staff with administrative tasks as needed
- Office coverage when Summer hours are in effect and staff are on vacation

Project work:

- Assisting in the creation and administration of student staff training as needed
- Reviewing policy documents and creating updated versions as needed
- Reviewing communications content for necessary updates
- Maintaining passive displays in the building and organizing materials at the front desk
- Other project as required

Student conduct and success:

- Ensure that students are aware of and uphold their rights and responsibilities as community members as per the resident handbook
- Remain accessible to the residence community by maintaining a visible presence, role modelling appropriate behaviour, getting to know students, and addressing any situations that arise
- Review regular reports from Front Desk Porter staff and address concerns
- Ensure timely and accurate documentation for student issues and concerns
- Facilitate conduct meetings as required in conjunction with the ADRL
- Facilitate appropriate resource referrals for students as required
- Refer situations up to the ADRL as required