



Resident Advisor

1. Position Summary and Job Magnitude

The Resident Advisor (RA) is a hired student leader who is expected to act as a role model, mentor, resource, and support to students living residence. The primary objective of the RA as part of the Residence Life Department is to foster a community environment that eases the student transition into college/university, and supports the personal and academic success of residence students. The RA will live in an assigned residence room and be responsible for facilitating social and educational programs while creating a safe, respectful environment through the enforcement of the Residence Community Living Standards.

2. Essential Functions and Basic Duties

General Responsibilities

- RAs are expected to give the responsibilities of the position priority over all other activities except those which pertain to their academic success.
- RAs may be required to work between 0-16 hours per week.
- Wear the RA uniform as directed.
- Read, understand, and model the expectations of student behaviour detailed in the Resident Advisor Conditional Offer of Employment, the Student Resident Agreement (SRA), the Residence Handbook, the Residence Community Living Standards (RCLS), and associated residence and college/university handbooks, policies and procedures.
- Be visible, approachable, and accessible during scheduled shifts and associated duties.
- Serve as a positive role model for others at all times; behaving in a manner that exemplifies the values of the residence and college/university community, maintaining high standards of personal conduct, and understanding that intimate personal relations with Residents are unwise.
- Attend all scheduled meetings, including but not limited to:
 - A one-hour weekly staff meeting; and
 - Regular individual reporting meetings with the Residence Life Coordinator (or designate).
- Attend all scheduled training sessions, including but not limited to:
 - Pre-service orientation and information sessions (1-2 days in April);
 - Residence Life Staff Property Training Program (1-3 weeks in August); and
 - In-service training sessions (1-2 hours/month and 1 day in January).
- Remain in the residence during scheduled shifts and/or while ‘on duty.’
- Complete all other duties as required by Residence Management.

Programming/Community Development

- Work with the Residence Life Coordinator (or designate) to assess community needs and to develop monthly programming which attempts to address the needs identified.
- Plan, implement, and evaluate a minimum of one social program and one educational program per month. This number may increase at the discretion of the Residence Life Coordinator (or designate).
- Maintain and update the assigned bulletin board(s), if applicable.
- Advise all staff and students about planned activities through individual and group meetings.
- Encourage all residents to become involved in floor, residence, and campus activities.
- Hold a floor meeting once per month designed for discussing community concerns, planned activities, and other issues outlined by the Residence Life Coordinator (or designate).

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Administration

- Complete all assigned administrative tasks, including but not limited to: incident reports, person of concern reports, programming logs, program evaluations, waivers, on-call shift reports, maintenance work orders, etc.

Student Support/Safety in Residence

- Respond to questions and concerns raised by the community in a timely and responsible manner.
- Assist with the resolution of conflicts in the community, such as roommate conflicts.
- Assist residents with personal, social and academic concerns and refer residents to appropriate resources as required.
- Respond to and provide assistance during residence emergencies or student crises.
- Maintain the highest level of confidentiality in regards to resident issues.

Networking/Relationship Building

- Work in co-operation with other staff including but not limited to: the Residence Life Manager (RLM), the General Manager (GM), the Operations Manager (OM), Residence Service Representatives (RSR), other residence and college staff, student leadership groups and community partners.
- Serve as a liaison between the Residence Staff, Residence Council, the college/university, and students.

Crisis and Emergency Response

- Report any and all incidents, that in any way concern the Residence that become your knowledge, to a member of the Residence Management Team in a timely manner (incidents include, but are not limited to, Ambulance, Police, or Fire officials being called to the residence, any breaches of residence rules or illegal acts in residence).

Health & Safety

- Work in the manner and with the protective devices, measures and procedures required by the OHSA, regulations, and Campus Living Centres (e.g. wearing safety shoes, confining hair, jewelry, or loose clothing around moving parts, etc.).
- Online training modules and in-person training must be completed before starting regular duties.
- WHMIS 2015 and GHS system, and standard operating procedures training must be completed prior to beginning regular duties.

3. Performance Measurements

Performance will be primarily measured on the following factors:

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| • Adaptability & Flexibility | • Organization & Planning |
| • Communication | • Overall Performance |
| • Customer Service | • Quality of Desired Results |
| • Initiative | • Reliability |
| • Interpersonal Skills | • Skill & Knowledge |
| • Leadership | |

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4. Qualifications

Education: Must be currently enrolled as a full-time student at the institution where the candidate will be working.
Must maintain a minimum GPA of 65% throughout the duration of their employment.

Skills/Abilities: Must possess superior verbal communication skills.
Must possess above average customer service skills.
Must possess superior attitude towards learning.
Must be able to handle multiple projects at once.
A passion for leadership; excellent communication skills; positive attitude; team player.
Demonstrated positive contribution to the residence community (and a clean student conduct record).

Experience Required: Previous leadership experience is an asset.
Prior to the commencement of the term of the contract, each RA candidate must complete the following:

- Independent completion of ‘Standard First Aid’ & CPR Level “C” (must be valid for the duration of the contract term);
- Valid Criminal Record Check (will be conducted by Residence Management for successful candidates only);

5. Working Conditions

Hours per Week: 0 to 16 hours per week
Indoor/Outdoor: Indoor
Level of Interruption: High level of interruption
Stress Level: Moderate overall stress level
Travel Outside of Location: Rare