Job Description

**Job Title:** Team Leader  
**Department:** Campus Housing, Residence Life  
**Reports to:** Residence Life Co-ordinator

**Primary Purpose**
Residence Life Team Leaders at the University of Waterloo provide leadership and support to the Residence Life program in order to foster a positive residence experience conducive to successful academic study and personal development. This position requires strong teambuilding skills, excellent communication skills, proven leadership ability, good judgement, and a sincere desire to contribute to the Residence Life program. Under the supervision of the Residence Life Co-ordinators (RLCs), Residence Life Team Leaders are expected to foster positive team culture amongst Dons, provide mentorship and guidance to Dons and residents with community concerns, support strategic initiatives that foster student engagement, and uphold residence and University policies. The Team Leader is part of a Team Leader Team that will collaborate and support the broader residence community at the discretion of the Residence Life Management Team (RLMT). A Team Leader is expected to be a team player that prioritizes communication and consistency across the Residence Life program.

Team Leaders may be in a position where peers or residents disclose challenging incidents or high risk behaviours such as thoughts of suicide, sexual assault, domestic violence, and self-harm. In those instances, Team Leaders are responsible for listening, providing resources, and escalating to another resource as necessary; they do not provide counselling. All Team Leaders will receive training on how to respond to these situations.

The Residence Life Team Leader is part of an interdependent and collaborative team committed to integrating the student voice and connecting research and evaluation to our practice in order to continuously build on our understanding of our students' wants and needs and on our knowledge of how living environments contribute to student success. Our curricular approach facilitates the design and delivery of experiences and services so that students achieve priority developmental and educational outcomes.

**Key Accountabilities**

**Community Leadership**
- Serve as a positive role model at all times for residents and Dons, specifically with regards to academics, personal wellness, professionalism, and social conduct.  
- Plan and facilitate team building/social opportunities (~3 socials/term) for Dons.  
- Develop positive connections with Dons in assigned area to foster team culture and support.  
- As assigned by the RLMT, schedule and facilitate educational conversations with residents to address individual behaviour, residency policy, or other concerns.  
- With direction from the RLMT, provide guidance and support to the Dons for the planning or implementation of various support interventions to address resident or community concerns (such as roommate conflicts, mediations, community concerns, or community meetings).  
- Create opportunities to engage with Dons and residence community, this could look like:  
  a. Serving as a resource to Dons for planning and execution of the residence experience.  
  b. Assisting Dons with student or general inquiries by identifying possible next steps and referring team members to appropriate resources.  
  c. Supporting resident concerns and referring them to appropriate resources.  
- At discretion of the RLMT, facilitate team meetings with Dons to communicate department initiatives and updates, implement development initiatives, and encourage positive team culture.  
- As assigned by RLMT, actively contribute to Residence Life Team Monday Night Meetings.  
- Practice and role model confidentiality with respect to residents and work-related matters.

**Strategic Projects**
Job Description

- With direction from RLMT, contribute to strategic projects, including:
  a. Support design and delivery of Residence Experience Models.
  b. Engage student voices in strategic work through outreach initiatives.
  c. Support residence leadership initiatives (e.g. Residence Council, etc.)
  d. Assist with the recruitment processes as needed for future cohorts of Residence Life Staff.

Administration
- Attend mandatory Team Leader Training and participate in ongoing development
- Attend mandatory Residence Life Staff Training and participate in ongoing training and development, as necessary.
- Attend and support Residence Life Staff Training, including facilitating team building, and participating in training sessions, as necessary.
- Assist the RLMT with start of term initiatives to prepare for the arrival and welcome incoming residents and Dons, including supporting the execution of Campus Housing move-in days.
- Attend weekly meetings with RLCs and/or Team Leader Team to discuss and support department initiatives, ongoing trends, and team culture.
- Regularly update timesheet on Workday and SharePoint.
- Maintain a thorough understanding of resources on-campus and within Campus Housing for the purpose of referrals for residents, teammates, or residence community concerns.
- Submit required reporting and documentation for student meetings in a timely manner.

Required Qualifications
- Maintain full-time student status (1.5 units) or enrolled in an academic program throughout duration of appointment.
- Maintain satisfactory (or higher) academic standing in program of study.
- Completion of two terms working in Campus Housing or related student services field.
- Have a valid Vulnerable Sector Check for the duration of appointment.
- Commitments for 8-month (Fall/Winter) preferred.
- Cannot hold another position within Campus Housing during appointment.
- Previous Residence Life Don experience an asset.

Contract Period and Work Schedule
The official contract period for the Team Leader position commences at the beginning of mandatory Residence Life Staff Training and typically concludes 24 hours after the final exam each term. Team Leaders will work an average of 10-12 hours/week, with an increased number of hours expected during peak periods such as training, start of term, and end of term. The Team Leader's work schedule will be set in consultation with their supervisors, though some aspects of the work schedule will be self-directed. Team Leaders are required to be available for regular scheduling (including days, evenings, weekends, holidays) for the full period of their contract. Due to the nature of working in residence, some work may be scheduled outside of regular business hours.

Appointment to the Team Leader position is for either one or two academic terms, as determined by the contract offer and acceptance. Re-appointment is at the discretion of the RLCs and the Manager, Residence Life and should not be considered routine or automatic. Please note: following offers of employment, any behaviour contrary to the expected conduct of a Team Leader will result in an immediate review of the employment offer.

Mandatory Residence Life Staff Training dates: Tentatively scheduled for August 15-August 31.

Remuneration
The Team Leader role is a casual pay position, compensated at $16.50/hour.