

Job Title:	Residence Life Don - Graduate & Student Family Community
Department:	Campus Housing – Student Development & Residence Experience (SDRX)
Reports To:	Co-ordinator, Residence Life
Pay rate:	See Remuneration
Effective Date:	TBD

Primary Purpose

The Residence Life Don 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.

Residence Life Dons at the University of Waterloo are appointed to foster a positive residence experience that is conducive to successful academic study and personal development. This live-in position requires regular presence in the community, as well as excellent communication skills, proven leadership ability, good judgement, and a sincere desire to help others. A Residence Life Don must be willing to act as an ambassador of the University and support initiatives by the University and Campus Housing. Under the supervision of the Residence Life Co-ordinators (RLC), Residence Life Dons are expected to foster a sense of belonging in residence, practice positive role modelling, collaborate with staff and peers, and uphold residence and University policies.

Residence Life Dons may be approached by students who have experienced challenges or exhibit high risk behaviours such as thoughts of suicide, sexual assault, domestic violence, and self-harm. Residence Life Dons are responsible for listening and providing resources to students; they do not provide counselling. To this end, all Residence Life Dons are trained in these high-risk areas in order to respond to these situations effectively. All Residence Life Dons will be trained in Question Persuade Refer (QPR) Suicide Prevention during Residence Life Staff Training (RLST).

Campus Housing is committed to the continuous improvement of our residence operation. This includes revising program deliverables, community management policies, and general operations. All Campus Housing team members are expected to adhere to operations as delivered through training and as revised throughout the appointment.

Residence Fees and Conditions

Residence Life Don – Graduate & Student Family Community contracts are contingent on the candidate choosing to live in Campus Housing as a resident of the Columbia Lake Village Graduate & Student Family Community. This includes accepting and paying for a Residence Contract and agreeing to live in residence at an assigned location.

It is the sole responsibility of the candidate to secure their place in residence for the terms in which they are applying to be a Residence Life Don in the Graduate & Student Family Community.

Please address any questions to hirehousing@uwaterloo.ca

Key Accountabilities

Administration

- Attend all mandatory training sessions and meetings, including SDRX Student Staff Training, RLST & Winter Refresher, professional development opportunities, one-on-ones with supervisor, and weekly team meetings.
- Submit required reporting and documentation, including community development trackers, one on one notes, and incident reports, as stipulated.
- Oversight of budget to community build in their Residence Area.
- Be familiar with campus resources, as disseminated in RLST and ongoing communication from the Residence Life Management Team. Distribute information and resources to assigned Residence Area, acting as a referral agent to the community.
- Maintain a high level of confidentiality with respect to residents and work-related matters.
- Follow up in a timely manner to requests/questions from residents and staff.
- Check and respond to email and voicemail messages on regular basis.
- Carry out other duties that may be requested by Campus Housing.

Community Development

- Serve as a positive role model at all times for students and staff members, specifically with regards to academics, personal wellness and social conduct.
- Orient and integrate students to residence and University life and provide opportunities for them to become acquainted with other students in their specific Residence Area and on campus.
- Create awareness of opportunities for involvement within the campus community.
- Develop relationships with residents for the purposes of demonstrating approachability, resourcefulness, and inclusion.
- Implement and facilitate the Graduate Experience Model (GEM), as developed by Student Development and Residence Experience. GEM typically consists of community programs designed to promote connections within the residence community. GEM is subject to development based on ongoing research and student experience feedback.
- Work as a team player with a focus on consistency, communication and support within immediate staff team and with all members of the Residence Life Team.
- Support the residence move-in and move-out experience in collaboration with the RLMT.

Community Management

- Create and sustain an atmosphere conducive to academic success, ensuring reasonable and acceptable community activity that balances the needs of all students to study, learn and rest.
- Assist with response to residence policy violations by delivering educational sanctions as determined by the RLMT, and support residents experiencing roommate challenges by completing roommate mediations.
- Perform Residence Life Duty Don responsibilities, including conducting “community rounds” to develop rapport with residents, assessing the safety of the community, responding to emergency situations, and participating in a rotating ‘On-Call Phone’ shift as assigned by the Residence Life Co-ordinator.
 - A Residence Life Don supporting the Graduate & Student Family Community is prepared to be on call (on a rotating schedule) in the evenings from 8 p.m. to 8 a.m. This schedule includes weekdays, weekends, Statutory Holidays, and any additional days when the University is closed.
 - If the Don cannot be on duty for any reason for a specific shift, they must inform the Residence Life Co-ordinator and is responsible for finding their replacement for the shift in question.
 - When on call, a Don must be within 15 minutes of CLV in order to respond to calls.

- Respond to first-aid emergencies, building evacuations, and crisis situations.
- Report all facility issues or infrastructure safety concerns to Maintenance and Security Services.
- Manage individual community to ensure appropriate and clean common spaces.

Required Qualifications

- In order to be eligible to receive an offer for this position, candidates must have secured a residence contract to live in the Columbia Lake Village Graduate & Student Family Community for the duration of appointment.
 - Note: Housing is not provided as compensation for this role. Acquiring a space in residence and paying all associated fees are the sole responsibility of the candidate.
- **Prior to Recruitment:**
 - Maintain full-time student status throughout the duration of appointment.
 - Be eligible to work in Canada.
- **Successful Candidates after accepting a Don Offer:**
 - Have a valid Emergency First Aid and CPR-C (Standard First Aid and CPR-C is also acceptable) certification for the duration of appointment obtained through practical in-person course.
 - Have a valid Vulnerable Sector Check (VSC) for the duration of appointment and submit it to Special Constable Services by the date indicated in Don Offer. VSCs are to be obtained at the candidate's expense from Waterloo Regional Police (other municipalities accepted as well). **Please note that this check can take up to four weeks to process.** Vulnerable Sector Checks are only valid for up to one calendar year. If a candidate is a returning staff member it is their responsibility to resubmit their VSC before it expires.
 - As a graduate student at the University of Waterloo, there are guidelines that must be followed relating to employment with the university. It is the responsibility of the candidate to review and adhere to these guidelines. The guidelines can be found [HERE](#).

NOTE:

- Successful candidates must attend all Training and start of term responsibilities. Requests to be absent from Training and start of term responsibilities due to scheduling conflicts (including any co-op work term dates) will be refused.
- Orientation Week and start of term is a critical period for the Residence Life Don team and Dons are required to be present and in residence throughout the duration of Orientation Week and Move-In. Due to conflicting schedules, Residence Life Dons cannot hold a position with Orientation Week, unless expressly approved by the Residence Life Management Team.

Contract Period

The official contract period for the Residence Life Don – Graduate & Student Family Community position commences at the beginning of the mandatory SDRX Student Staff Training and typically concludes on the final move-out day for the CLV Graduate & Student Family Community (typically the last day of the month in a given term).

A general timeline for training periods which include both asynchronous and synchronous components are as follows:

- Training for Fall Term: mid-August through the start of September
- Training for Winter Term: typically, the first week of January
- Training for Spring Term: typically, the week prior to the start of term

Official training dates to be communicated during Application period and/or at the Don Offer stage.

Appointment to the Residence Life Don 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 Residence Life Co-ordinators 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 Residence Life Don will result in an immediate review of the employment offer.

Remuneration

In exchange for accepting the position, a Residence Life Don – Graduate & Student Family Community will carry out ongoing Don job responsibilities* at an hourly wage that is consistent with the [Ontario Minimum Wage](#) up to a maximum of 28 hours per month.

In addition to the above job responsibility compensation, Dons are also entitled to On-Call compensation, for time spent responding to calls received while on duty. This additional time is also compensated at the [Ontario Minimum Wage](#).

IMPORTANT: *This position is an opportunity for a graduate student to develop mentorship and professional development skills by providing experience in community leadership. We place great emphasis on respecting graduate student schedules and are understanding of the priorities and deadlines within their work. There will be varying workloads throughout each term and on average this position will work less than 10 hours per week. It is the responsibility of the Residence Life Don – Graduate & Student Family Community to ensure their supervisor and Graduate Officer are supportive of the student applying for this position.*

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