

<b>Job Title:</b>	Residence Life Team Leader (Graduate & Student Family Community)
<b>Department:</b>	Campus Housing – Student Development & Residence Experience (SDRX)
<b>Reports To:</b>	Coordinator, Residence Life
<b>Pay rate:</b>	See Remuneration for details
<b>Effective Date:</b>	TBD

### **Primary Purpose**

The Residence Life Team Leader (Team Leader) at the University of Waterloo provides 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-ordinator (RLC), the Team Leader is expected to foster positive team culture amongst Grad Dons, provide mentorship and guidance to Grad Dons and residents with community concerns, foster student engagement, and uphold residence and University policies. A Team Leader is expected to be a team player that prioritizes communication and consistency across the Residence Life program.

A Team Leader 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, the Team Leader is responsible for listening, providing resources, and escalating to another resource as necessary; they do not provide counselling. The Team Leader will receive training on how to respond to these situations.

The 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.

### **Residence Fees and Conditions**

The Residence Life Team Leader – Graduate & Student Family Community contract is 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 Team Leader in the Graduate & Student Family Community.

Please address any questions to [hirehousing@uwaterloo.ca](mailto:hirehousing@uwaterloo.ca)

### **Key Accountabilities**

#### **Administration**

- Attend all mandatory training sessions and meetings, which may include SDRX Student Staff Training, Team Leader Training, Residence Life Staff Training & Winter Refresher, professional development opportunities, one-on-ones with supervisor, and weekly team meetings.
- Assist RLC with start of term initiatives to prepare for the arrival of incoming residents and Dons.
- Regularly update timesheet on Workday and SharePoint.
- Submit required reporting and documentation for incidents and meetings in a timely manner.

- Follow up in a timely manner to requests/questions from residents and staff.
- Check and respond to email, Teams, or voicemail messages on regular basis.
- Support facilitation of Duty Don calendar, team meetings, and additional duties assigned by RLC.

### **Community Leadership and Support**

- Serve as a positive role model at all times for residents and Dons, specifically with regards to academics, personal wellness, professionalism, and social conduct.
- Demonstrate approachability, resourcefulness, and inclusion to all members of Don team and residence community.
- Support residence move-in and move-out experience in collaboration with Campus Housing staff.
- 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.
- At discretion of RLC, facilitate Don team meetings to coordinate GEM planning, discuss trends/issues, share department updates, and foster positive team culture.
- Provide guidance and support to Dons with resident or community concerns.
- Support resident concerns and refer them to appropriate resources. Maintain a thorough understanding of resources on-campus and within Campus Housing for the purpose of referrals for residents, teammates, or residence community concerns.
- Plan and facilitate team building/social opportunities (~2 socials/term) for Don team.
- Maintain a high level of confidentiality with respect to residents and work-related matters.

### **Community Management**

- 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 RLC.
  - The Team Leader 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 Team Leader cannot be on duty for any reason for a specific shift, they must inform the RLC and find shift coverage.
  - Remain within 15 minutes of CLV while on-call.
- Report all facility issues or infrastructure safety concerns to Maintenance and Security Services.
- As assigned by RLC, schedule and facilitate educational conversations with residents to address individual behaviour, residence policy violations, or other concerns.
- Support residents experiencing roommate challenges by completing roommate mediations.

### **Required Qualifications**

- Maintain full-time student status (1.5 units) or enrolled in an academic program throughout duration of appointment.
- 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.
- Maintain satisfactory (or higher) academic standing in program of study.
- Have a valid Emergency First Aid and CPR-C certification for the duration of appointment obtained through practical in-person course.
- Be eligible to work in Canada.
- Completion of two terms working in Campus Housing or related student services field. Previous Residence Life Don experience an asset.
- 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 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](#).
- Commitments for 8-month (Fall/Winter) preferred.
- Cannot hold another position within Campus Housing during appointment.

### **Contract Period and Work Schedule**

The official contract period for the Residence Life Team Leader (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 Offer stage.

The Team Leader 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 the RLC, though some aspects of the schedule will be self-directed. The Team Leader is 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 will be 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 Residence Life Management Team 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.

### **Remuneration**

The Team Leader role is a casual pay position, compensated at \$17.00/hour, up to a maximum of 40 hours per month (roughly 10 hours per week), which is a maximum of \$680/month. In addition to the above job responsibility compensation, the Team Leader is also entitled to On-Call compensation, for time spent responding to calls received while on duty. This additional time is also compensated at **\$17.00 per hour**.

***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 the term. It is the responsibility of the Team Leader to ensure their supervisor and Graduate Officer are supportive of the student applying for this position.*

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