

Job Title:	Residence Life Don - Undergraduate Community
Department:	Campus Housing – Student Development & Residence Experience (SDRX)
Reports To:	Co-ordinator, Residence Life
Pay rate:	See Remuneration for details
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.

Key Accountabilities

Administration

- Attend all mandatory training sessions (asynchronous & synchronous) 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, MS Team messages and voicemail messages on regular basis.
- Commit to the role of Residence Life Don as a principle extracurricular activity. Additional activities (up to 10 hours per week) must be approved by the RLC.
- 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 Residence Experience Model (REM), as developed by Student Development and Residence Experience. REM typically consists of individual meetings (1-1s) with each student in a Don's community and facilitating regular community meetings and community programs to ensure weekly connections with the residence community, though REM 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 residence move-in experience by preparing communities prior to move-in days, and additional duties as assigned.
- Demonstrates passion, interest, and commitment to the role by committing to all aspects of the role and being a positive role model on the team

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 "duty 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 RLC.
- 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.
- Supports the department and peers through changes or challenges within the residence program and Campus Housing operation

Required Qualifications

Prior to Recruitment:

- Maintain full-time student status for the duration of the appointment by meeting the following requirements:
 - Enrollment as a University of Waterloo student, carrying a full academic course load (minimum of 1.5 credits per term – unless otherwise approved through AccessAbility Services) and maintaining satisfactory (or higher) academic standing as assessed by the individual's faculty. If the course load drops below 1.5 credits, this could result in termination of the Don appointment.
 - Students on co-op terms may be hired as Dons at the discretion of the Residence Life Management Team under the following conditions:
 - the co-op placement must be fully remote, or;
 - the co-op placement must be located in Kitchener-Waterloo, or;
 - the transit time between the University of Waterloo and the co-op placement is under 30 minutes.
- Must be enrolled in or have completed your 2A term* at the start of your agreement with Campus Housing.
 - Example: You are applying to be a Residence Life Don (Undergraduate Community) for the Fall 2024 term. You must be starting your 2A term in September 2024 or have already completed it in order to be considered for this position.

* Preference may be given to candidates who will be in their 2B term or above at the start of their agreement with Campus Housing.

Successful Candidates after accepting a Don Offer:

- Have a valid Emergency First Aid and CPR-A (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.

NOTES:

- 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 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.

Don Offer Period

The official Don Offer period for the Residence Life Don position commences at the beginning of the mandatory SDRX Student Staff Training and typically concludes 24 hours after the final exam each 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.

Residence Life Dons are expected to move into residence on a specific date prior to the start of the term and required to move out on a specific date at the end of the exam period (specific dates to be communicated at the Don Offer stage). Residence Life Dons will be required to spend most of the first two weeks and the last two weeks of each term (i.e. examination period) in their respective areas – including Orientation Week.

Throughout the term, Residence Life Dons are expected to be available to residents, and generally in their assigned area as much as reasonable. Residence Life Dons are given the opportunity to be away from residence for more than 48 hours, with consent of the Residence Life Co-ordinator. Residence Life Dons must also be prepared to spend at least part of Reading Weeks and certain specified weekends on-campus. Furthermore, Residence Life Dons in Winter terms are required to return to campus to resume their residence role early in January, on the date determined by the Manager, Residence Life.

Appointment to the Residence Life Don position is for either one or two academic terms, as determined by the Don 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 a Don offer, any behaviour contrary to the expected conduct of a Residence Life Don will result in an immediate review of the Don offer.

In order to maximize opportunities within Campus Housing, priority may be given to Dons with fewer terms of experience.

Number of positions available each term varies depending on residence operational needs; priority may be given to applicants in an Undergraduate, Regular Study program applying to multiple terms (e.g. Fall and Winter vs Fall Only).

Remuneration

Remuneration for Residence Life Dons varies slightly depending on the assigned area.

Village 1 Residence Life Dons are provided accommodation within the assigned area in addition to the equivalent of a [Lite Meal Plan](#) of WatCard funds.

UW Place, Ron Eydtt Village, Minota Hagey, Mackenzie King Village, and Columbia Lake Village Residence Life Dons are provided accommodation within the assigned area in addition to \$1000/term of WatCard funds.

This Room and Board remuneration is received in the form of a taxable benefit and must be claimed as income through the Canadian Revenue Agency.

Please address any questions to hirehousing@uwaterloo.ca