

Position Title:	Residence Don
Department:	Student Experience and Housing
Reports to:	Manager, Housing
Effective Date	May 2024

GENERAL ACCOUNTABILITY

The Residence Don position is accountable to the Manager, Housing and receives operational guidance from the Student Experience and Housing team. The incumbent works an average of 20 hours per week being responsible for various aspects of residence and community life; ensuring a supportive, safe and respectful community, keeping with the values and goals of the Student Experience and Housing Department as well as Renison University College.

NATURE AND SCOPE

Interpersonal Contacts: This position works with Renison resident students, the Student Experience and Housing team, full and part-time staff, faculty, University of Waterloo Special Constable Service, EMS, and guests.

Level of Responsibility: There is a high level of responsibility within the Don role, including the safety and wellbeing of the Renison residents and facilities.

Decision Making Authority: This position possesses decision-making authority based on established policy and procedure; complex and non-routine issues involve consultation with the Manager, Housing. The position requires enforcement of the Renison Residence Community Standards, and crisis support through a system of emergency response on a rotating schedule. This position will receive a number of student inquiries requiring support, and will be required to provide adequate referral to campus resources. This position works with confidential and sensitive information relating to students and Renison University College.

Physical and Sensory Demands: Physical and sensory demands are non-typical, as the incumbent is required to live where they work. Peak times can include student requests, multiple priorities, and frequent interactions. This role involves exposure to stress and interactions with students who are upset or unstable due to being under time and/or financial pressures or having trouble acclimatizing to resident and/or student life.

KEY ACCOUNTABILITIES

Student Interaction

- Create a community atmosphere in residence.
- Assist residents in their growth and transition into university life, typically accomplished through multiple interactions and provide adequate campus referrals to resources.
- Respond to student crisis by calling in appropriate supports (ex. Housing Manager, Special Constable Services, EMS, etc.), and mediating student disputes.
- Ensure the Renison Residence Community Standards are upheld and respond to violations and emergencies as they arise.

- Participate in college-wide events (Orientation, Mandatory Resident Check-ins, Open Houses, College Dinners, Fun with Dons, etc.)
- Hold regular floor meetings and floor events with students.

Administrative Duties

- Maintain open communication and manage administrative duties.
- Complete incident reports, activity reports, room inventories and inspections, duty logs, maintenance requests, key agreements, etc.
- Monitor texting app communities and manage floor texting app communities.
- Meet with the Manager, Housing regularly for one-on-one meetings.
- Meet with the Don team once per week; date determined by Manager, Housing.

Event Planning

- Develop, promote, and facilitate event programs that meet the needs of both the floor community and the greater residence community.
- Work with the Manager, Housing to manage a floor budget.
- Support other members of the Student Experience and Housing team, including Renison Peer Leaders, to manage events (ex. Fun with Dons) and programming in a collaborative and positive way

Support in Arrivals and Departures of Renison Program Participants

- Dons must help with arrivals and departures of students and groups staying at Renison or other locations where Renison students are residing (ex. St. Jerome's University)
- Arrivals and departures occur throughout the day and night; therefore, Dons must be available to welcome participants at any time as assigned by Manager, Housing on a rotating schedule.

EXPECTATIONS AND REQUIREMENTS

- Oversee the wellbeing of students and respond to issues in the residence during shifts on a rotating schedule. More specifically, a shift is characterized as follows:
 - Weekdays: on duty and on site from 4:00pm to 9:00am. Dons must conduct one social round, one safety round, and be a visible presence in Moose Tracks or the cafeteria from 7:00pm to 9:00pm per evening.
 - Weekends: on duty and on site from 4:00pm Friday to 4:00pm Saturday; 4:00pm Saturday to 4:00pm Sunday; 4:00pm Sunday to 9:00am Monday. Dons must conduct one social round, one safety round, and be a visible presence in Moose Tracks or the cafeteria from 7:00pm to 9:00pm per evening.
- For Dons employed in Spring 2024 term, on-duty Dons must respond to issues reported by Renison students residing at St. Jerome's University
- Consuming and being under the influence of drugs and/or alcohol is not permitted while the individual is undertaking any work-related task, such as being on-call or facilitating an event.
- Dons who are off duty must always act responsibly while within the Renison community and serve as a role model of respect for self, others, and the community while upholding the Residence's Community Standards.

- Dons are permitted ten nights away from the Waterloo Region during the length of the contract. These vacation days require advance approval from the Manager, Housing on a first-come, first-serve basis. Due to multiple arrivals and departures of resident cohorts and groups, Dons are encouraged to schedule vacation time so it doesn't interfere with normal residence operations.
- When feasible, Dons are permitted two (non-consecutive) 24-hour "away periods" within a week to be away from Residence, but within the Waterloo Region. These "away periods" will be scheduled to ensure enough staff are present at night. Furthermore, these periods are not allowed on weeks where two or more vacation days are scheduled.
- Other duties as assigned by the Manager, Housing and/or members of the Student Experience and Housing team.

BENEFITS

In exchange for the position, a Residence Don will be compensated with a 90% discount on a single room residence contract (accommodations and meal plan). The discount is applied to the style of single room assigned. The value of the residence contract is deemed a taxable benefit and a T4A will be issued for the amount less calculated disturbance factors acceptable by Revenue Canada. The value of the residence contract must be included as income for any OSAP applications.

POLICIES OF RENISON UNIVERSITY COLLEGE

- Registered Waterloo student in good academic standing with a minimum average (in both semester and cumulative) of 65% (preference will be given to students in their 2A term or higher). Residence Dons must maintain [good academic standing](#) as per their faculty definition, as well as abide [by academic integrity policies](#). Failure to adhere to these conditions may lead to remedial action, up to and including dismissal.
- Must be registered in a full-time course load or on a co-op work term
- Must hold a valid Standard First Aid and CPR AED Certificate
- Must have passed a vulnerable sector check with the police. Certificates older than 6 months before the start of the contract will not be accepted.
- Experienced student leader with a strong knowledge of the University of Waterloo campus, Faculties, services, and resources.
- Excellent problem-solving skills and good judgment; ability to think on your feet and navigate difficult discussions or situations with diplomacy and tact.
- Experience participating in international or cross-cultural living and learning opportunities; ability to approach cross-cultural communication and inter-group dynamics with sensitivity and respect.
- Must be highly organized to manage multiple demands in tight timelines.

Note:

- Dons are required to stay to the end of the term until all residents and guests have vacated.

- In the event that a Don breaches their contract in any way or is judged to be unsatisfactory in their role, that Don will be relieved of their duties and may be required to find alternate housing.
- The Student Experience and Housing department reserves the ability to assign a Don their room and move them if deemed necessary.
- Any additional activities, employment, and volunteer work must not impact the incumbent's ability to perform all Resident Don job duties and responsibilities.

POLICIES OF RENISON UNIVERSITY COLLEGE

The Residence Dons are to always act as role models for all students. Any violation of Renison University College rules, negligence in informing the Manager, Housing of violations of policy, negligence in abiding by the terms of this agreement, or conduct unbecoming of a Don, is considered dereliction of a Don's duties. Dereliction of duties may result in termination of the appointment and forfeit of income and allowances.

WORKING CONDITIONS

Travel: None

Working Hours: Inconsistent working hours; may be called to provide support at all hours during their schedule shifts. A monthly schedule will be set in advance.

Risks – physical and psychological:

Psychological risks:

- This role involves exposure to stress and interactions with students who are upset or unstable due to being under time and/or financial pressures, or who are dealing with culture shock, mental health issues, psychological stress, irregular and/or high volumes, multiple and/or tight deadlines beyond one's control.