



Residence Life Don Job Description 2026-2027

Position Title:	Residence Life Don
Department:	Student Affairs
Reports To:	Residence and Community Life Coordinator
Contract Period Options:	Fall 2026, Winter 2027, Spring 2027
Compensation:	Residence room and meal plan valued at \$8,800 per term

Nature and Scope

A Residence Life Don is a student-staff role designed to assist Student Affairs with various aspects of the residence life program and residence administration. Dons are mature; uphold the integrity and the values of the University, themselves, and of others; is academically equipped; and has a genuine interest in supporting others. Dons shall promote, by personal example and guidance, a mature and conscientious attitude toward scholarship, the philosophy of Residence, and the goals of the Student Affairs department, in alignment with the Residence Contract and Handbook.

Since Dons are an integral part of residence life, **the role is to be considered the primary responsibility outside of academics at the University.** Outside commitments (off or on-campus) must not interfere with the Don responsibilities and must be made aware of to Residence and Community Life Coordinator (RCLC).

Contract Period Options

Don contracts can be offered for one or more of the following academic terms:

- Fall 2026
- Winter 2027
- Spring 2027

Regardless of the contract period, all Dons must complete the online and in-person portions of Student Affairs Leadership Training.

Roles and Responsibilities

1. General

- Serve as a connection between Student Affairs, the SJU residence community, and the Residence Life Don team.
- Implement programming that reflects the objectives outlined by Student Affairs and St. Jerome's mission and vision.
- Respond to email, phone, and voicemail requests from professional staff using designated platforms daily.
- Coordinate with Facilities Department to support after hours building operations, including troubleshooting issues, monitoring safety concerns, and coordinating timely responses to emergent needs.

2. Teamwork/Collaboration/Communication

- Maintain a floor social media account and respond to requests from students daily.
- Maintain a floor bulletin board to liaison important residence information.
- Attend team meetings weekly and one-on-one check-ins with the RCLC periodically.
- Work closely with assigned Floor Representative to provide residence programming.
- Collaborate with other student leader groups and Student Affairs staff to support engagement efforts and residence operations.

3. Professionalism/Leadership/Trustworthiness/Reliability

- Complete various reports, including incident reports, maintenance requests, and shift reports within 24 hours.
- Maintain confidentiality of sensitive information disclosed by students and staff.
- Create and maintain personal boundaries with students.
- Commitment to professional development, including being trained in safeTALK, First-Aid & CPR, mental health training, and other trainings determined by Student Affairs.
- Complete other administrative duties throughout the contract term, assigned by the RCLC or Student Affairs.

4. Building Inclusive Community

- Maintain an active presence within the residence community, even when not scheduled as Duty Don.
- Support and collaborate on campus events and workshops by attending and encouraging students' participation.
- Promote and attend all monthly SJU Community Dinners.
- Prepare and facilitate monthly floor meetings to approximately 30 students.
- Facilitate one-on-one check-in meetings with approximately 30 students twice per term.
- Hold a minimum of 3 hours of weekly office hours.
- Support safety and security efforts of the Residence and the University.
- Uphold Residence and University policies in addition to governing legislation.
- Facilitate low level conduct conversations with students to establish and maintain an atmosphere conducive to studying and community living, and to promote the Residence as an integral part of the educational environment.
- Implement a restorative justice approach when addressing student conduct and concerns.

5. Mentorship

- Role model appropriate personal behaviour and academic success.
- Integrate students into academic and residence life.
- Build relationships with students throughout the residence community, in groups, and one-on-one.
- Demonstrate care and concern for the well-being of students.
- Refer students to appropriate campus and community supports and resources.
- Encourage independent living among students by assisting them in the development of life skills and personal accountability. This may involve everything from laundry skills to referring them to resources on resume writing.

6. Duty Don Rotation

- Share Duty Don responsibilities with the rest of the team, including on-call rotation.
 - Duty shifts are 4:30pm-8:30am Monday to Friday, and 24 hours on weekends, holidays, and the exam period.

- Be within 5 minutes response time.
- Complete 2 Duty Rounds per shift.
- Maintain an active presence in residence common areas.
- Adhere to the on-duty schedule established by the RCLC.
- Be available for statutory holidays, exam periods, Reading Weeks, Homecoming, Halloween, and St. Patrick's Day.
- Utilize the appropriate individuals when on-duty, including Student Affairs staff on-call, Special Constables, emergency services, and other campus resources.
- Respond to incidents in the residence community and utilize training to manage the situation. This may include mental health crises, physical injuries, or policy violations.
- Maintain a solid understanding of the Residence Policies Handbook and standard operating procedures to achieve a high level of service and consistency among the team.

7. Spring Term Only

Don responsibilities shift to 50% Residence and 50% Conference Services due to a reduction in residence students. In addition to the responsibilities above, Spring Term Dons are to:

- Provide on-call support for conference guests during evenings and weekends.
- Provide basic customer service, including responding to room concerns and general questions.
- Report issues or concerns to Conference Services staff and the appropriate department.
- Support conference guest registration and check-in periods after hours and, on occasion, during the workday.
- Share information with residents regarding the conference schedule and shared amenities.

Supplementary Don Portfolios

In addition to the roles and responsibilities listed above, Dons may be assigned additional responsibilities known as portfolios. Each portfolio is approximately 2 hours of time commitment per week. A stipend is provided to Dons who hold a portfolio.

Residence Council Portfolio

- Residence Council is made up of 14 Floor Representatives who work closely with the entire resident student population, listening to student feedback and advocating for an improved student experience in residence.

Intramural and Activities Portfolio

- Coordinate intramural sign-up and facilitate weekly drop-in activities for students to participate in.

Other portfolios may be established and assigned.

Qualifications and Conditions of Employment

- Enrolled as a full-time University of Waterloo undergraduate student.
- To be considered for this position, candidates must be making satisfactory progress toward the completion of their degree. Additionally, candidates should not have serious incidents or allegations of misconduct as assessed by their Associate Dean.
- Strong interpersonal and communication abilities with the capacity to engage and support a diverse student population.
- Demonstrated leadership experience gained through student leadership roles, volunteer work, or employment.
- Commitment to fostering an inclusive and respectful community environment.
- Knowledge of campus resources and willingness to connect students to appropriate supports.
- Previous residence or peer support experience an asset.
- Have or willing to obtain Emergency First-Aid certification and CPR Level A or C (at no cost to you).
- Have or willing to obtain safeTALK Suicide Alertness certification (at no cost to you).
- Provide a Vulnerable Sector Check (at no cost to you).
- Complete the Student Affairs leadership training requirements.
- Any other Institutional requirements deemed necessary by Student Affairs to fulfill the role.

Training Requirements

All Dons must complete the online and in-person portions of the Student Affairs Leadership Training. During the in-person training, Dons are required to live at St. Jerome's University with accommodations and meals covered by Student Affairs, regardless of contract period.

- Online training modules (asynchronous): summer 2026.
- In-person August Training: August 24, 2026 – September 4, 2026.

At St. Jerome's, the Student Leadership program is based on five core competencies. All student leaders will be provided with training, coaching, and ongoing development in these areas: (1) Values-based Leadership, (2) Building Safe & Inclusive Communities, (3) Self-Awareness & Professional Development, (4) Teamwork & Collaboration, and (5) Student Support & Referrals.

Co-op / Field Placement Information

Should you be enrolled in the co-operative education program or in a course requiring a field placement that will take place during your employment with Student Affairs, you must make that apparent to the RCLC. There are additional requirements that co-op students must follow should they hold a position within Student Affairs which can be provided upon successful hiring.

Working Conditions

This is a live-in, part-time position and the hours are expected to be flexible and correspond with the happenings of residence life and the residence community.

Important Dates

Dons are required to be present and attend all the important dates listed below for their contract period. These dates are subject to change and do not capture the entirety of the role.

All Dons

Pre-service orientation and information session	April 2026 (half day)
Online training modules (asynchronous)	Summer 2026
In-person August Training	August 24, 2026 – September 4, 2026 (required to live in residence for the entirety of training)

Fall 2026 Dons

Fall Move-in	September 5 – September 6, 2026
Fall Orientation	September 6 – 12, 2026
Fall Reading Week	October 12 – 16, 2026
Halloween	October 30 – November 1, 2026
Fall Open House	November 2026 (1 day)

Exam period	Dons are expected to stay up to 24 hours after the last day of exams
Ongoing professional development sessions	Once per month

Winter 2027 Dons

Don training sessions and Winter Move-in	January 2027 (up to 4 days prior to first day of classes)
Frost Week	January 2027 (first week of classes)
Winter Reading Week	February 15 – February 19, 2027
St. Patrick's Day	March 16 – March 18, 2026
March Open House	March 2027 (1 day)
Exam period	Dons are expected to stay up to 24 hours after the last day of exams
Ongoing professional development sessions	Once per month

Spring 2027 Dons

Don training sessions	May 2027 (up to 4 days prior to first day of classes)
Spring Move-in	May 2027 (weekend prior to first week of classes)
You @ UWaterloo Day	May 2027
Exam period	Dons are expected to stay up to 24 hours after the last day of exams
Ongoing professional development sessions	Once per month