United College at the University of Waterloo

Job Description: Residence Life Staff Coordinator
Grade: G ($54,305.96-$67,882.45)*
Current Revision: March 25, 2024
Reports to: Director, Student Life

Job Summary:

The Residence Life Coordinator (RLC) has the responsibility for ensuring the delivery of the student experience for students living in the residence. These responsibilities include the advising and supporting of student staff (e.g. Dons and Peer Leaders), the holistic development of the student, responding to student concerns, implementing a consistent approach to policy enforcement, monitoring and responding to health and safety concerns, and ensuring a positive residence experience for students in the residence. The RLC provides day-to-day leadership for the Don team and supporting a residence section (150 – 350 students).

This is a live-in position, directly overseeing a group of live-in student staff members. This position participates in a 24/7 on-call rotation.

*A portion of compensation is comprised of a taxable benefit for free living accommodations (approximately $9,579)

Job Tasks:

Supervision and Human Development (25%)

- Oversees and directs the day-to-day work of 12 – 20 student employees including Residence Life Dons, Community Advisors, Experiential Learning Advisors, and Living Learning Community Peer Leaders.

- Participates in and makes decisions regarding the recruitment and hiring of student staff positions such as Dons and Peer Leaders.

- Participates in evaluation and assessment processes to aid the Director in completing termly performance evaluations and implementation of ongoing developmental feedback.

- Provides leadership during student-staff meetings and communicates information to the Director, Student Life and other appropriate staff.

- Establishes and maintains a schedule of regular meetings including frequent team meetings and regular 1:1 checks in with Dons.

- Coordinates the development and implementation of student-staff training, typically held at the start of each term. Provides ongoing individual and team-based development opportunities for student-staff.

- Contributes to an atmosphere of team and personal development by leading and supporting team-based initiatives, engaging in team projects, and supporting peers’ projects.
• Administer accountability processes for student staff to ensure consistency and that all staff are knowledgeable and consistent in implementing their responsibilities.

• Participates in a rotating On-Call schedule to support Duty Dons by providing guidance remotely, attending critical incidents, and performing follow up with Duty Dons.

Community Development (25%)

• Contributes to the delivery of Living Learning Community programs and educational activities in alignment with the College’s educational priorities.

• Plans and implements residence orientation, other transition programs, and move-in and move-out processes.

• Provides programming that meets the needs of students and promotes community engagement, participation, and student leadership opportunities.

• Completes assessment and evaluation to make recommendations for improvements to programs and residence life experiences.

• Provides leadership for Summer Programming activities such as conferences and non-residence related activities.

Administration (20%)

• Administer the day-to-day operations of a residence section (150 - 350 students) in conjunction with the facilities and student services staff.

• Provide communication support for student life focused activities (print, web, social media, emails, etc.).

• Administers floor and community budgets for the use of facilitating community building efforts, implementing LLC activities, and achieving educational priorities. Submits expense reports for reconciliation purposes.

Student Support (15%)

• Engages with students who are experiencing challenges in integrating into the residence community or transitioning to the university environment, serving as the primary point of contact for administration of roommate/suitemate and floor conflicts.

• Leads difficult conversations with students who experience challenges related to mental health, substance use, sexual violence, homesickness, isolation, academic stress, etc.

• Builds rapport with students and supports students in connecting to on-campus and/or off-campus resources.

• Implement procedures and educate students on safety and security measures.

• Role models visibility, availability, and approachability with staff, student-staff, and students. This includes evening and weekend responsibilities within the assigned community.
**Student Conduct (10%)**

- Ensure up to date knowledge of the United College Conduct Model, emergency response procedures, and resources for crisis management to facilitate student conduct processes and management of student issues.
- Ensure consistency when responding to and assigning outcomes to incidents.
- Facilitates conduct related conversations, and issues appropriate restorative or educational sanctions, in accordance with the United College Conduct Model.
- Maintains confidential records of students and related incidents within the appropriate databases.

**Collaboration and Project Work (5%)**

- Encourages, organizes, and executes new or unique projects that directly contribute to the overall satisfaction, well-being, or development of residents or the community.
- Engages in educational and developmental opportunities to foster an atmosphere of personal development, academic enrichment, and community engagement.
- Collaborates with other members and units at United College and across campus to facilitate an integrated and holistic student experience. This includes participating in important College wide and campus activities and functions.