#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Manager, Residence Life

**Job Number:** X-456 | VIP: 1957

**Band:** EXEMPT-7

**Department:** Student Housing

**Supervisor Title:** Assistant Director, Residence Life & Education

**Last Reviewed:**  November 21, 2023

#### **Job Purpose:**

The Manager, Residence Life provides day to day management and leadership of residence life activities for their assigned residences including staff supervision, student conduct and student wellness support in residence. The Manager is directly responsible for the supervision of 2-3 Residence Life Coordinators and will indirectly supervise approximately 30 student employees. The Manager, Residence Life will lead their team using student centered, restorative justice, trauma informed and educational lenses that lead to the development of safe and supportive residence communities at Trent University.

The Manager, Residence Life is responsible for the continual development and implementation of the Residence Life & Education team vision and will assist the Assistant Director, Residence Life & Education in the development of strategic priorities that help to achieve the mandate of the Student Housing department.

The Manager, Residence Life, will participate in an exempt staff on-call rotation that provides support to Trent’s Peterborough and Durham campuses.

#### Key Activities:

* Hire, train, supervise, direct, and manage the performance of assigned Residence Life Coordinators.
* Establish procedures pertaining to the hiring, training, supervision, and performance management of student employees. Ensure supervisory practices are consistent with institutional practices and legal requirements.
* Develop and support the implementation of the Residence Life vision, focusing on building operational practices and procedures that align with best practices and implementing the residence learning model.
* Develop and implement case management strategies, policies, procedures, and outcomes within residence relating to student conduct and student wellness. Collaborate with campus partners to effectively manage cases.
* Conduct risk assessments on student conduct and student wellness cases in residence. Coordinate an effective response with appropriate resources, making referrals as necessary.
* Manage high-level student conduct and student wellness cases in residence, including cases that could result in termination of a residence contract.
* Hear appeals for cases that have been adjudicated by Residence Life Coordinators.
* Develop collaborative working relationships with College Principals and campus partners that support the overall success of students.
* Represent the department in university and external committees and working groups.
* Participate in a 24/7/365 on-call rotation to provide direction to RLCs regarding emergency and crisis responses in residence.
* Some evening and weekend work required.
* Other duties as assigned.

#### Education Required:

* Master's degree in Higher Education, Social Work or a related field is required.
* Certification in areas such as suicide prevention, mental health first aid, conflict resolution or risk assessment from an accredited body is considered an asset.

#### Experience/Qualifications Required:

* 4 years of professional experience in student housing or student affairs.
* Experience om responding to student crises and managing ongoing community crises is required.
* Experience in managing employees and navigating human resources policies.
* In-depth understanding of student conduct, student wellness and community development.
* Knowledge of current federal and provincial laws, regulations, and their relation to higher education, including but not limited to: Residential Tenancies Act, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, Freedom of Information and Protection of Privacy Act, Ontario Health and Safety Act, Ontario Employment Standards Act, Liquor License Act, Cannabis Act.
* Knowledge of best practices and guiding faceworks in student housing and student affairs including but not limited to: ACUHO-I Standards, ACUHO-I Core Competencies, CACUSS Competencies, Okanagan Charter, and CAS Standards.
* Demonstrated ability to interpret a variety of university and departmental procedures, policies, and practices in decision making.
* Proven ability to organize and handle a variety of projects, deadlines, and schedules simultaneously and independently.
* Ability and aptitude toward continuous improvement.
* Commitment to equity, diversity, inclusion, and accessibility.
* Vulnerable Sector Check dated within the last 6 months will be required as a condition of employment.
* An Ontario G Class Driver’s License with reliable transportation.

#### Supervision:

* Provide training, guidance, and direction, assigning and monitoring work for accuracy and completion and providing input into staffing decisions and performance evaluations.

**Job Evaluation Factors:**

Managers are requested to fill out the section below for job evaluation purposes.

##### Responsibility for the Work of Others

*Direct: Residence Life Coordinator (2 or 3)*

*Indirect: Dons*