

Position: **Experienced Residence Life Don (Durham Campus)**  
Contract Period: August 16, 2021 to April 30, 2022  
Reporting To: Residence Life Coordinator  
Remuneration: \$11,965.87 and 22% Residence Fee Discount

### Position Summary

Reporting to the Residence Life Coordinator (RLC), the Experienced Residence Life Don is a student employee within Housing Services who fosters a sense of community within residence that is conducive to learning, engagement, academic success, and personal growth and development. The Experienced Residence Life Don acts as a mentor and offers support to students that live in Residence. Responsible for community management and community building for their assigned community, Experienced Residence Life Dons provide opportunities for students to build meaningful connections within the Trent community. Experienced Residence Life Dons participate in a nightly on duty rotation, including over weekends, and holidays, and work with their supervisor to ensure a safe and secure residence environment. As members of the residence life and education team, Experienced Residence Life Dons are expected to build quality relationships with their colleagues, using their prior experience as a Residence Life Don to support the incoming Residence Life Dons and support the Residence Life Senior Don and RLC. Experienced Residence Life Dons act as role models for both students and their colleagues, as well as educators, and referral agents for students living in residence to contribute to a resident's overall success at Trent University.

### Responsibilities

#### Student Support & Referrals

25%

- Establish, develop, and maintain an open relationship with each member of the assigned section, regularly interacting with each resident.
- Meet one on one with students to actively listen, and utilize peer helping skills
- Be available to residents regularly, particularly in the evenings and on weekends, and provide them with times they are available and contact information
- Engage students in conversations around expectations within the community.
- Promote student wellness within residences including sharing information on strategies for academic success and personal wellness
- Be familiar with services on campus and refer students as required, understanding their personal limits
- Act as a referral agent for students within the residence community (e.g. Academic Advising, Academic Mentoring, Accessibility Services, Indigenous Cultural Counselling, International Student supports, Counselling, etc.)
- Role model appropriate boundaries with students for incoming Residence Life Dons
- Provide guidance to Residence Life Dons regarding supports on campus available to students, and assisting them in recognizing appropriate resources that are offered to students when needed

#### Community Development & Residence Education

25%

- Foster a sense of community within residence, and within the Residence Life Don team
- Engage students in conversations about the development of their residence community
- Using the Residence Learning Model, provide proactive opportunities for students to learn, grow and develop
- Assist residents in developing their understanding of community living, and encourage residents to take an active role in protecting, managing, and building their own community
- Plan and execute community building experiences that allow for students to spend intentional time building relationship with their peers
- Fulfill co-curricular requirements as per the Residence Learning Model, which may include bringing students to learning initiatives hosted by campus partners, or bringing approved campus partners into Residence spaces to provide learning opportunities to students.
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- Support through Advertising and Actively Participating in Durham Residence Council, the Trent Durham Students' Association (TDSA), the Student Life and Support Services team, and campus-wide programs throughout the course of the year
- Implement learning experiences provided by the Residence Life and Education Team
- Hold one on one conversations with students
- Hold community meetings every month in the assigned community

**Community Management**

**15%**

- Take an educational approach to addressing Residence Standards concerns
- Support students experiencing a variety of conflicts, referring them to the Residence Life Coordinator and other appropriate resources as necessary.
- Mediate conflicts that arise between roommates and community members, referring to the Residence Life Coordinator as necessary
- Complete on duty rotations according to the schedule and fulfill on duty responsibilities
- Act as a role model for students through upholding the Residence Standards, Residence Agreement, and Student Charter of Rights and Responsibilities, maintaining a strong understanding of and ability to communicate this information to students
- Maintain knowledge of all emergency procedures and protocols, including fire drills, fire safety information, and emergency lockdowns.
- Respond appropriately to student concerns, violations, and emergency and crisis situations as per response matrix
- Under the direction, and in addition to the RLC and Residence Life Senior Don, support and advise Residence Life Dons experiencing community concerns and issues

**Documentation & Administration**

**15%**

- Attend all training and development opportunities
- Attend weekly Monday night staff meetings
- Communicate regularly with the Residence Life Coordinator through one on one meetings, email, monthly logs, and other documentation as required
- Complete appropriate documentation through StarRez and other designated software including, but not limited to, incident reports and journals, for student concerns and Residence Standard violations, as needed
- Ensure privacy is maintained with respect to residents' behaviours and incidents occurring in Residence
- Report all facilities issues through work orders as necessary
- Promote open relationships between students and Housing Services

**Team Development**

**10%**

- Participate in opportunities for the team to socialize in both formal and informal settings.
- Encourage collaboration, idea sharing, team building, and a positive work environment among teammates.
- Be familiar with the importance of addressing and resolving conflicts in a positive manner and handling a variety of group dynamics in a team environment.
- Act as a mentor, coach, and role model for incoming Residence Life Dons, including, but not limited to, documentation, emergency procedures, on duty rotations, and responding to student emergencies
- Offer advice and suggestions to Residence Life Dons in community management and Residence Learning Model implementation
- Under the direction of, and in addition to the RLC and Residence Life Senior Don, assist and support individual team members as necessary
- Support and assist the Residence Life Senior Don with any team building and team development exercises

**Other**

**10%**

- Participates in staff meetings and trainings as required
- Upholds residence agreement and policies when necessary
- Be knowledgeable of emergency response procedures and respond as required
- Attends Move In Day and assists with various tasks
- Attend and assist in Open House and other recruitment days
- Assists with Move Out processes and various tasks
- Other duties as assigned

**Qualifications**

- Minimum of one academic year's experience as a Residence Life Don at Trent University
- Demonstrates understanding of community living and Residence
- Excellent communication and interpersonal skills
- Ability to build strong relationships with individuals
- Passionate in providing service to others
- Able to work independently and within a group
- Flexible, adaptable and accepting of change and development
- Understanding and respectful for diversity

**Conditions of Employment**

- Maintain 3.5 credits per academic year to ensure maintained status as a full-time student
- Achieve and maintain a semesterly and cumulative minimum average of 67%
- Achieve and maintain good financial standing with the University
- Obtain a clear criminal record check, including vulnerable sector check
- Maintain valid standard first aid and CPR level C certification for the duration of their contract
- Achieve and maintain a clear student conduct history with Housing Services and the University

**Statement of Declaration**

The health and safety of students, staff, and guests in the residence is a paramount concern for Housing Services at Trent University. To provide such an environment, Housing Services employs various student staff (e.g. Residence Life Dons, Services Centre Assistants, etc.) who demonstrate superior capacity as a role model through compliance with expectations (e.g. Residence Standards, expectations documents, employment contracts, etc.); the ability to make independent decisions as a peer leader and support to students in need; and as a first-responder in crisis situations (in applicable positions).

To ensure quality applicants, Housing Services will review the residence and campus history of all applicants, which includes, but is not limited to, behavioural, conduct, and employment history. Some positions must also meet an academic standard which is reviewed by Housing Services prior to, and throughout the course of, employment.

Applicants whose conduct concerns (i.e. violations of the Residence Standards) or employment history exceed the acceptable threshold will not be invited to interview. Based on the requirements of the job, if there is a bonafide concern with an individual's non-conduct related behaviors that might hinder the ability to meet expectations; a) an offer of employment will be conditional upon the applicant meeting expectations that ameliorate the concerns or b) an offer will not be made.

This job description reflects the principle job elements and does not list all responsibilities, skills, or working conditions associated with the position.