STUDENT JOB DESCRIPTION

Job Title: Senior Housing Assistant

Department: Housing & Conference Services

Supervisor Title: Student Housing Coordinator

Last Reviewed: September 2026

JOB PURPOSE:

Reporting to the Student Housing Coordinator (SHC), the Senior Housing Assistant (SHA) is a student employee within Housing & Conference Services who supports both residence community development and Service Centre operations at the Durham Campus. The role mentors Residence Assistants (RAs) and Durham Service Centre Assistants (SCAs) and helps coordinate schedules, training, and providing front-line support to residents and visitors. The SHA maintains a strong presence in the community, participates in on duty rounds, and models of inclusivity within the Durham community. The SHA will provide leadership in developing and implementing comprehensive co-curricular programming that supports student success and holistic development. The SHA acts as a bridge between student staff and professional staff, contributing to team development, program coordination, and the overall strategic direction of co-curricular experiences. SHAs participate in on-duty rotations, including weekends and holidays, to ensure community safety and community response. It is anticipated that the SHA will work approximately 10-15 hours per week with flexibility based on student needs and programming coordination responsibilities.

KEY ACTIVITIES

- **Community Development Leadership:** Build and maintain a vibrant, inclusive community within assigned floor/section through advanced community development strategies; model best practices in engagement, programming, and relationship-building; demonstrate innovative approaches to creating belonging and connection.
- **Strategic Co-Curricular Programming:** Lead the implementation of high-impact learning experiences aligned with the Residential Curricular Model; collaborate with Residence Life & Education Assistants to develop comprehensive programming strategies; assess programming effectiveness and make data-informed improvements across all co-curricular dimensions (academic success, leadership development, wellness, career readiness, campus connection).

- **Staff Mentorship & Development:** Under the direction of the SHC, provide guidance, support, and mentorship to RAs & SCAs through:
    - Providing guidance on programming, community development, scheduling, and role challenges
    - Facilitating monthly team socials and team-building activities
    - Supporting staff in implementing effective community development strategies
    - Encouraging collaboration, idea sharing, and innovation among teammates
    - Fostering a positive, supportive work environment
- **Community Representation:** Attend Trent Durham Student Association (TDSA) meetings; represent residence community interests; report back to designated Residence staff team; facilitate connection between student governance and residence communities.
- **Program Coordination & Support:** Assist staff in developing residence-wide initiatives; coordinate cross-community programming efforts; support RAs in program facilitation; connect community members with campus-wide co-curricular opportunities, leadership roles, and involvement options.
- **Peer Support Excellence:** Provide advanced peer support to residents throughout residence; conduct intentional one-on-one meetings; model effective peer helping skills; support students in navigating complex personal, academic, and developmental challenges; make appropriate referrals to campus resources.
- **Service Centre Operations:** support operations, including welcoming residents and visitors, following key inventory and check-in and check-out procedures, and maintaining an orderly service environment.
- **Community Response & Duty Coordination:** Under the direction of the SHC, develop monthly on-duty schedules for both SCAs and RAs in assigned residence; complete on-duty rotations according to RA schedule; respond to community and student concerns and emergencies; engage appropriate campus resources, escalating as per departmental procedures; support staff in community response situations; ensure community safety and security.
- **Team Development:** Under the direction of the SHC, support team development in formal and informal settings; assist in facilitating weekly staff meetings; contribute to staff training initiatives; share best practices and innovative strategies with team members.
- **Role Modeling & Leadership:** Act as an exemplary role model for both students and staff by upholding the Residence Standards, Residence Agreement, and Student Charter of Rights and Responsibilities; demonstrate leadership in community engagement; maintain strong understanding of and ability to communicate community expectations.
- **Communication & Documentation:** Communicate regularly with supervisor and other Student Housing staff through one-on-one meetings, email, weekly logs,

and other documentation as required; maintain comprehensive records of programming, staff development efforts, and community initiatives.
- **On-going Development:** Participate in all required training and development opportunities; engage actively in weekly staff meetings; pursue continuous growth in leadership, mentorship, program development, and community development competencies.
- Other duties as assigned.

EXPERIENCE/QUALIFICATIONS REQUIRED:

- Minimum of one academic year's experience as a student leader at Trent University with successful job performance evaluation
- Demonstrated leadership ability and experience mentoring peers
- Strong ability to build relationships with diverse individuals
- Passionate about student success and committed to serving others
- Advanced understanding of community development and residential living
- Excellent communication, interpersonal, and facilitation skills
- Proven ability to work independently and lead within a team environment
- Creative and strategic in program design and implementation
- Highly flexible, adaptable to change, and committed to continuous growth
- Demonstrated experience in co-curricular programming, leadership development, or community building
- Strong understanding of and commitment to diversity, equity, and inclusion
- Ability to provide constructive feedback and support to peers
- Understanding and respect for equity, diversity, inclusion, and accessibility principles

CONDITIONS OF EMPLOYMENT:

- Maintain status as a full-time student
- Achieve and maintain a semester and cumulative minimum average of 67%
- Maintain good financial standing with the University
- Obtain a clear police record check
- Maintain a clear student conduct history with the University
- Maintain confidentiality regarding student information and incidents
- Senior Housing Assistants are required to live in Residence and will be assigned a single room in residence by Housing & Conference Services.
- Trent University is committed to an inclusive and accessible work environment. Students requiring accommodation are encouraged to discuss their needs with their supervisor.