STUDENT JOB DESCRIPTION

Job Title: Community Assistant

Department: Student Housing

Supervisor Title: Residence Life Coordinator

Last Reviewed: September 2026

JOB PURPOSE:

Reporting to the Residence Life Coordinator (RLC), the Community Assistant (CA) is a student employee within Housing & Conference Services who supports students living in designated upper year, graduate, and family housing. The CA will foster a sense of community within these designated communities that is conducive to learning, engagement, and academic success. The CA acts as a mentor and is responsible for community management and cohesive community support for the upper year/grad community. As a member of the Housing & Conference Service Team, the CA is expected to build quality relationships with their colleagues. It is anticipated that the CA will work approximately 10 hours per week with flexibility based on student needs within the community.

KEY ACTIVITIES:

1. Support building vibrant, inclusive communities by actively engaging with residents, facilitating meaningful connections among community members, and creating a welcoming environment by responding to resident concerns in a timely and professional manner.
2. Promote and connect students to learning experiences aligned with the curricular model that supports student success across multiple dimensions including:
    a. Academic success initiatives (academic resource awareness)
    b. Wellness and life skills programming (stress management, healthy relationships, financial literacy, nutrition)
    c. Career readiness activities (resume workshops, networking events, professional development)
    d. Campus connection events (involving campus partners, student organizations, community resources)
3. Provide individual support to residents, addressing their concerns, mediating conflicts, and referring them to appropriate campus resources.
4. Document interactions with students and concerns in StarRez, including maintenance issues, by following divisional procedures.

5. Communicate regularly with supervisor and other Housing & Conference Service staff through one-on-one meetings, email, weekly logs, and other documentation as required; maintain accurate records of programming, student interactions, and community development efforts.
6. Participate in all required training and development opportunities; engage in weekly staff meetings; continuously develop skills in program facilitation, community development, and student support.
7. Other duties as assigned.

EXPERIENCE/QUALIFICATIONS REQUIRED:

- Ability to build strong relationships with diverse individuals
- Passionate about student success and providing service to others
- Demonstrates understanding of community living and development
- Excellent communication and interpersonal skills
- Able to work independently and collaboratively within a team
- Creative and innovative in program design and implementation
- Flexible, adaptable to change, and willing to grow in role
- Interest in co-curricular learning and student development
- Demonstrates experience in co-curricular activities, leadership, or programming is considered an asset
- Understanding and respect for equity, diversity, inclusion, and accessibility principles
- Willingness to work some evenings and weekends.

CONDITIONS OF EMPLOYMENT:

- Maintain status as a full-time student
- Achieve and maintain a “Good Standing” academic status
- 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
- Trent University is committed to an inclusive and accessible work environment. Students requiring accommodation are encouraged to discuss their needs with their supervisor.