**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Residence Education Assistant

**Job Number:** A-312

**NOC:** 4212

**Band:** 5

**Department:** Housing Services

**Supervisor Title:** Manager, Residence Life & Education

**Last Reviewed:** March 1, 2016

**Job Purpose**

The Residence Education Assistant is responsible for the development of reactive programming and educational strategies within the College Residences at Trent University. The incumbent regularly collaborates with campus stakeholders and serves as the primary contact for programming initiatives. As a member of the residence life and education team, the Assistant coordinates a variety of special projects to assist with the education, recruitment, and retention of students in residence. The Assistant lives on campus and is part of an emergency on-call rotation.

**Key Activities**

**Programming Support 60%**

1. Collaborate with campus stakeholders to implement programming that supports student learning and engagement
2. Serve as the central contact for campus partners seeking to promote, advertise or collaborate with Housing Services on programming initiatives
3. Responsible for communication of campus programming activities to residence life and education student staff
4. Work with College Residence Life Coordinators to understand needs and trends within the residential communities
5. Develop and assess programming of a reactive nature within the residence communities
6. Develop materials for use by others in implementing programming
7. Distributes advertising material from a variety of campus partners to the residence life and education student staff

**Special Projects 30%**

1. Coordinate residence life and education student staff recruitment and selection processes
2. Coordinate Housing Services participation in university recruitment initiatives (e.g. Open House)
3. Develop and present educational workshops for students as a result of residence standards violations
4. Coordinate the administration, tracking, and communication regarding educational workshops
5. Work with campus partners and student leaders to initiate and implement new student leadership programs in the college residences
6. Develop, implement and assess training workshops for student staff
7. Coordinate all logistical components of the residence life and education training program
8. Coordinate special projects in residence life & education as needed
9. Collaborate with various stakeholders to develop, implement and assess residence orientation as part of the larger Orientation Week programming
10. Responsible for providing training and advising support to the College Residence Council

**Other 10%**

1. Uphold residence agreement and policies when necessary
2. Participate in planning and execution of move in/out processes, working collaboratively with housing services staff
3. Be knowledgeable of emergency response procedures and implement as required
4. Participate on a 24/7 on call rotation, responding to student life concerns, emergencies, and crises
5. Participate in departmental meetings and committees as required
6. Participate in the annual residence life and education staff recruitment and selection processes
7. Acts as a resource person for the Student Charter
8. Other duties as assigned

**Analytical Reasoning**

*Indicate degree of complexity or difficulty of thinking and reasoning required by the job. Provide a relevant work example that is typical of roles and responsibilities of the job (i.e. not an occasional duty).*

Collaborate with campus stakeholder to develop a program

* Occurs weekly throughout the year; more frequently during the summer months
* Ability to build positive professional relationships
* Interpret requests and/or information
* Ability to write learning outcomes and goals
* Excellent written (composing emails) and verbal skills (meetings) to effectively communicate to professional partners and student leaders
* Develop plans to implement program
* Communicate implementation plan to colleagues and provide direction to student staff

On call responsibilities:

* Required to assess issues of student safety and well-being on an ongoing basis
* Knowledge of campus and community resources required to refer students to appropriate individuals for support and assistance

**Decision Making**

*Indicate the degree of freedom to exercise initiative or act independently in making day- to-day decisions. Provide a relevant work example that is typical of roles and responsibilities of the job (i.e. not an occasional duty).*

* Incumbent acts independently and requires limited guidance or assistance in the handling of day to day tasks (e.g. meeting with campus partners, facilitating workshops, managing logistical tasks)
* Incumbent is expected to understand the scope of responsibilities and use judgement to prioritize and complete tasks as necessary (e.g. quickly refer emergency items to appropriate individuals while on call. Referrals may include Director/Manager, counseling centre, PRD, security, etc.)
* Incumbent is expected to independently interact with diplomacy and tact with students and staff in residence (e.g. discussing issues, developmental/educational conversations and workshops, communicating directly, answering questions)

**Impact**

*Indicate the impact or consequence to the department or University of typical actions or decisions taken by the job incumbent. Provide a relevant work example that is typical of roles and responsibilities of the job (i.e. not an occasional duty).*

* Failure to respond to an emergency with the expected response while on call (e.g. not following on call protocol) when necessary could jeopardize student safety or create diminished or deteriorated residence furniture and related items
* Failure to work with students in an educational manner (e.g. educational workshops) could impede appropriate behavioural changes and impact the student negatively, affecting retention
* Improper attention to detail (e.g. responsibility for training logistical tasks) could result in additional costs to the department for training related items including food, facilities, and speakers

**Education**

University Degree (3 year); preference will be given to candidates with a specialization or graduate degree with a focus in related fields including, but not limited to, education.

**Experience Required**

1. One year of related experience; experience related to residence life preferred
2. Excellent communication and interpersonal skills.
3. Demonstrated ability to exercise judgement and use initiative in applying and interpreting a variety of procedures, policies, and practices.
4. Excellent writing and presentation skills.
5. Must be proficient in the use of computer applications such as intermediate level word processing, spreadsheets and database applications.
6. Ability to work independently and as a team player.
7. Demonstrated skills in, and commitment to, customer service and continuous improvement.
8. Criminal Records Check (dated within the last 6 months) will be required as a condition of employment.
9. Must be available weekends and evenings, and to be on-call 24 hours on a rotational basis.

**Communication**

Internal

Communicating for the purpose of exchanging information and collaborating on initiatives

* Housing Services professional and student staff
* Student services staff
* Residence students
* Other university staff or faculty in the general course of daily interactions

External

Communicating for the purposes of exchanging information

* Training experts

**Motor/ Sensory Skills**

*Indicate the level of proficiency or precision in motor or sensory skills required by the job. Examples include but are not limited to: small/large movement to operate machinery; coordinated movement; equilibrium to maintain balance; dexterity to grasp, move, assemble objects or operate equipment; hearing, sight, touch, smell, taste. Provide a brief description of tasks performed that require motor/sensory skills.*

* Required computer skills for residence software and basic administrative duties
* Ability to active listen and paraphrase student concerns/issues

**Effort**

**Mental**

* Ability to prioritize tasks
* On call (once every 4 weeks) to respond to student and student staff issues in college residences

**Physical**

* Sitting (e.g. computer/in meetings)
* Standing/walking (e.g. attending and set up for events/ programs)
* Sleep interruptions
* Some work on evenings/weekends

**Working Conditions**

**Physical**

* Must be able to work evenings and weekends where required (frequent through mid-August to mid-September, early January, mid-April to mid-May)

Psychological

* Participates in an on-call rotation