**Department of Human Resources**

**Exempt Job Description**

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

**Job Number:** X-326

**Band:** 8

**NOC:** 0632

**Department:** Housing Services

**Supervisor Title:** Director, Student Housing & Residence Life

**Last Reviewed:** May 29, 2020

**Job Purpose**

Reporting to the Director, Student Housing & Residence Life, the Assistant Director provides primary leadership for student support, student conduct, wellness, and programming relating to residence life and education for the department of Student Housing & Residence Life. The primary function is to ensure that departmental residence life and education function in a developmental and student-centered manner that contributes positively to residential communities that are safe and provide support for undergraduate and graduate students to learn, develop, and grow.

The Assistant Director is responsible for the development and implementation of a 5-year operating plan, and regularly contributes to departmental strategic planning. This position manages a unit budget of over $2 million and oversees over staff and students in Peterborough and Durham. The Assistant Director serves as the main university contact for student support, success, and programming in residence.

The Assistant Director directly supervises 7 OPSEU staff and indirectly supervises 65 student employees. The position is responsible providing support and guidance to staff in the management of incidents and is available by phone as part of a biweekly on call rotation for Peterborough and Durham campuses.

**Key Activities**

**Planning & Leadership**

1. Responsible for leading the residence life and education unit in Peterborough and Durham, including budget management, personnel, planning, safety initiatives, programming and assessment. This includes working collaboratively with Student Affairs departments, Colleges, Human Rights, Security, Card Office, Registrar’s Office, Human Resources, and external university service providers.
2. Develop unit goals and rolling 5-year unit operating plans that align with institutional and department strategic plans, priorities, and missions. Facilitate the creation of unit policies and procedures. Monitor activities of program personnel and students in carrying out plan initiatives. Modify plans for practice in a way that incorporates assessment findings and student feedback. Develop implications for action plans based on assessment findings.
3. Collaborate with the Colleges on complementary and integrated programming, supports, and services for students.
4. Develop unit procedures for managing issues under their purview. This includes but is not limited to managing emergencies, crises, student conduct, conflict resolution processes, students of concern, staffing, and educational initiatives. Assess the effectiveness of these procedures and address concerns as required.
5. Create unit budget that accurately forecasts $2 million in annual expenses within established departmental guidelines to fund the operation of the unit. Develop proposals for multiple year strategic budgets for the unit to align with long-term plans.
6. Monitor budget through monthly reports and address any variances with the Financial Officer. Adjust operating needs based on expenditure trends. Advise Financial Officer of any needed adjustments to allocations.
7. Keep current on local, provincial, and national issues that may affect the residence environment, policies, and/or staffing plans. Create and disseminate short-term plans relating to trends and issues in residence. Develop plans in consultation with campus partners (e.g., Student Wellness Centre, Risk Management, etc.).
8. Represent department on a variety of institutional and provincial committees and working groups. Appoints staff to university committees that require input from residence life and education.

**Residence Life & Student Support**

1. Develop and manage the residence life strategy for supporting students living in residence. Directs staff to create preventative and early intervention approaches related to student difficulties and student conduct. Consistently update strategies and approaches to adapt to changing student needs, legal issues, and trends.
2. Advocate and establish practices for honouring diversity and facilitating inclusion within residences.
3. Provide expertise outside of the department when appropriate to determine resolutions to student behavioural or wellness related issues.
4. Responsible for the student conduct and conflict resolution processes within the department using preventative and restorative approaches. Ensures that processes are consistent with institutional practices and legal requirements.
5. Identify crisis prevention training needs for student and professional staff. Update and practice crisis management plan and training associated with the plan. Implement the crisis communication plan with others in ways that adhere to laws and policies.
6. Oversee the system for identifying and responding to potential risks. Develop campus agreements and relationships to address crises and initiate plans when necessary. Coordinate the communications plan. Develop intervention procedures. As needed advises and meets with families and/or supporters to provide feedback, support, and referrals. Refer major cases to the Director and/or Threat Assessment Team (e.g., high risk or cases with potential legal implications). Attends ad-hoc case management meetings as required.
7. Oversee the consultation of students on the revision of the residence standards.
8. Oversees the individualized emergency response process for students requiring accommodation under legislation.
9. Develop procedures for managing student conduct processes within the department that are consistent with institutional practices and legal requirements. Ensure records retention and reporting processes are in place and effective. Create frameworks for educational outcomes that are consistent with laws, university policies, and residence contracts and leases. Establish responsibilities of each staff role in upholding, managing, and reporting policies.
10. Hear cases and make decisions related to the termination of the residence contract. Serve as an appeal hearing officer on student conduct decisions made by Residence Life Coordinators.

**Residence Education**

1. Lead the residence life and education staff in the development of a residential curriculum that aligns with institutional, College, and departmental missions, goals, and priorities. Works collaboratively with College Principals and key stakeholders to enhance the academic environment in the residences.
2. Develop and oversee the implementation of residence retention strategies including but not limited to living-learning communities, student involvement opportunities, residential curriculum and programming, and residence student government.
3. Provide resources and train staff on how to create and promote activities that support student Establish key learning outcomes for residence community development and education. Develop and provide fiscal support for program development.
4. development and enhance the residence and college communities. Assess the effectiveness of programs.
5. Establish a framework for staff to collaborate with campus colleagues on programs and activities. This includes collaboration with the Colleges, and other departments relating to student development and safety.
6. Oversee the advising of College Residence Council, ensuring that staff are trained on best practices and models in advising student government. Develop and provide fiscal support for student groups as needed.
7. Collaborate with campus partners and student governments to address issues, develop programming, and create procedures.

**Living Learning Communities**

1. Develop College, faculty, academic, and staff partnerships to support living-learning program goals. Develop learning outcomes for living-learning communities.
2. Examine comparative institutions to obtain recommendations to establish, market and retain living-learning communities to students.
3. Explore the integration of campus resources and the development of academic courses connected to the living-learning communities.
4. Assess the effectiveness of the living learning communities and disseminate the results.

**Human Resources**

1. In Peterborough directly hire, train, and supervise Residence Life Coordinators (4), Residence Conduct Coordinator, and Residence Education Coordinator. Indirectly supervise 60 student employees.
2. In Durham directly hire, train, and supervise Student/Residence Life Coordinator (for residence life and education functions). Indirectly supervise 6 student employees.
3. Create an effective team with clear roles, responsibilities, and tangible goals.
4. Oversee and manage the work of employees, providing strategic and tactical advice, guidance, and coaching.
5. Examine and implement staffing, job descriptions, and pay structures for student employment within the department. Ensure student employment recruitment, training, compensation, and supervision practices adhere to institutional guidelines and laws, and align with departmental goals.
6. Establish procedures pertaining to the hiring, training, and supervision of student employees. Ensure supervisory practices are consistent with institutional practices and legal requirements.
7. Provide initial training and on-going coaching and guidance to Manager, Student Affairs and Student Life Coordinator at Durham campus in the support of the residence program at the Durham campus. Provide direction on responses to incidents in residence.
8. As needed, act as Director, Student Housing & Residence Life in their absence.

**Other**

1. Serve as a contributing member of the Division of Student Affairs on collaborative inter-departmental efforts, such as transition programming, student support programming, crisis management, and faculty/staff training.
2. Is available and provides support and guidance to staff in the management of incidents and is available by phone as part of a biweekly on call rotation for the Peterborough and Durham campuses. During on call rotations must be able to coordinate services to support campus responses in the event that they cannot immediately attend. Responds to emergencies such as suicide, students emotional or physical crisis, safety threats to persons or buildings etc.
3. Provides support and instruction to the managers and OPSEU staff at the Durham campus related to residence emergencies.
4. Some evening and weekend work required.
5. Other duties as assigned.

**Education**

Graduate degree required in Higher Education or a related field required. Certification in one or more areas of suicide prevention, mental health first aid, or conflict resolution from an accredited body is required.

**Experience Required**

1. A minimum of 5 years of related experience in housing and residence life in a postsecondary environment is required.
2. Experience with residence life programs and supervision of staff is required.
3. In-depth understanding of community development and residence learning models.
4. Demonstrated understanding of student development and learning theories.
5. Experience with developing, implementing and assessing residence student retention strategies.
6. Experience developing and managing operating budgets.
7. Demonstrated ability to interpret a variety of university and departmental procedures, policies, and practices in decision making.
8. Demonstrated experience in supporting students in distress or in crisis, including appropriate referrals and follow-up.
9. Demonstrated experience with educational and restorative approaches to student conduct management and student support initiatives.
10. Demonstrated commitment to and understanding of diversity, equity, and accessibility issues with respect to post-secondary students.
11. Proven ability to organize and handle a variety of projects, deadlines, and schedules simultaneously and independently.
12. A demonstrated understanding of relevant legislation, including (but not limited to) the following: the Residential Tenancies Act, Ontario Liquor License Act, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, Freedom of Information and Protection of Privacy Act, Occupation Health and Safety Act, Ontario Employment Standards Act, Occupiers Liability Act, Cannabis Act, etc. In addition, is knowledgeable about strategic priorities of the Ministry of Training, Colleges and Universities and industry standards and best practices (e.g., ACUHO-I Standards and Core Competencies, Okanagan Charter, CAS Standards).

**Skills Required**

1. Strategic planning skills and the ability to conceptualize and propose new initiatives.
2. Ability to identify problems and deal with complex situations by probing for information, analyzing complex issues and developing solutions for unique situations.
3. Excellent interpersonal skills and written/spoken communication skills, tact, and patience. Superior conflict management, mediation and negotiation skills, and political acumen.
4. Strong judgment, analytical and problem-solving skills.
5. Innovative, flexible, quick learner with the ability to adapt to change and work with ambiguity.
6. Ability to research, learn, teach and disseminate information.
7. High degree of enthusiasm, developmental orientation, and organization.
8. Ability to maintain confidentiality.
9. Working knowledge of the Microsoft Office Suite, housing information management systems and supportive technologies, and records management systems.
10. Ontario drivers G class driver’s license with access to a vehicle to be able to attend events, meetings, and respond to incidents in Peterborough and Durham.