**Department of Human Resources**

**Exempt Job Description**

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

**Job Number:** X-326

**Band:** 6

**NOC:** 0632

**Department:** Housing Services

**Supervisor Title:** Director, Housing

**Last Reviewed:** March 2, 2016

**Job Purpose**

Reporting to the Director, Housing, the Manager, Residence Life & Education is responsible for the development and delivery of the residence life and education program in all College Residences. Using a developmental and student centred approach the Manager leads the residence life and education team in developing residential communities that are safe and provide support for students to learn, develop, and grow. The incumbent is part of an on call rotation with the Director, Housing.

**Key Activities**

**Residence Life & Education Program Development 35%**

1. Develops the strategy and goals for student life within the college residences with a focus on education of residence students and the development of strong communities
2. Leads the residence life & education staff in the development of a residential learning plan in alignment with departmental mission, values, and institutional goals
3. Remains current in issues relating to residence life and works to develop strategies to facilitate an environment that is academically oriented, supportive, safe and student and learning centred
4. Identifies learning, development, and retention strategies to be implemented by others
5. Oversees the development of Living Learning Communities
6. Regularly interacts and consults with student leaders and government on the Symons campus
7. In consultation with students, oversees the creation and management student leadership development initiatives with the college residences and annual residence orientation program
8. Establishes relationships and regularly collaborates with campus partners to implement initiatives and programs to address (proactively & reactively) student issues

**Student Support & Conduct 30%**

1. Develops and manages the residence life strategy for supporting students living in residence
2. Provides support for students of concern, which includes fact gathering, briefing of appropriate campus partners, and assisting in the implementation of appropriate actions
3. Reviews Security reports pertaining to student and residence life issues on a daily basis, and coaches the Residence Life professional staff in managing issues as required
4. Provide guidance to the College Residence Life Coordinators with regard to student conduct issues
5. Work with staff to create preventative and early intervention approaches related to student difficulties and student conduct
6. As needed, advises and meets with students families and/or supporters to provide feedback, support, and referrals
7. Coordinates detailed records keeping related to student support and conduct within residence
8. Assists in the on-going development of emergency/crisis response procedures and protocols for the residence community
9. Responds to appeals on decisions made by Senior Residence Life Dons and College Residence Life Coordinators
10. In consultation with students, develops, maintains, and regularly reviews all residence standards
11. Participates in an on call rotation with the Director, Housing for responses to emergencies such as suicide, students emotional or physical crisis, safety threats to persons or buildings, and to provide guidance and support after hours to the professional residence life and education staff as needed
12. Respond to after-hours emergencies and assists in response to crisis in college residences
13. Collaborates with Trent University Campus Security, the Wellness Centre, and other university services

**Administration, Special Projects, & Assessment 20%**

1. Develops, implements, and oversees Housing Services assessment plans and strategies
2. Works with housing services staff to implement changes and/or develop new initiatives using a data driven approach
3. Educates and assists housing staff on implementing assessment strategies in their daily work
4. Manages special projects as they arise within housing services (e.g. project managing software implementation)
5. Writes and distributes assessment reports to a variety of stakeholders
6. Prepares documentation for annual reports and for publication by university personnel and external partners
7. Maintains and reconciles residence life and education budgets totalling $350,000 annually within the established budget
8. Assists with developing and reviewing departmental policies and procedures to ensure compliance with operational requirements and legislation
9. Assists with developing processes and supporting documents to guide the development, consultation, and implementation of key department and university policies
10. Develop and maintain relationships with campus partners critical to student success – AVP Students, Wellness Centre, Colleges, FPHL, Student Transitions & Careers, etc.
11. Represent Housing Services on university committees as needed, including sub committees of CASSC

**Human Resources 15%**

1. Directly supervises residence life and education OPSEU staff and indirectly responsible for the residence life student staff
2. Responsible for hiring, training, supervising, evaluation, and coordinating the work and time off of the OPSEU staff under their purview
3. Ensure that staff are well versed in student support strategies, campus and community resources, and have training in after-hours support, assistance, and referral
4. Develop and implement staff development plans
5. Plans, prioritizes, and manages the work of employees, providing strategic and tactical advice, guidance, and coaching
6. Establish recruitment, selection, training and supervision practices for residence life student staff and volunteers

**Other 5%**

1. Assists with move in/out of residence students
2. Addresses student life concerns within graduate housing as they arise
3. Addresses issues and/or concerns raised by current and prospective residence students and their parents/supporters
4. Facilitate and participate in weekly/biweekly staff meetings
5. As needed, takes on the role of Acting Director, Housing in Director’s absence
6. Other duties as assigned

**Analytical Reasoning**

Assessing issues of student safety and well-being (on an ongoing basis)

* Responses to on-call emergencies that may involve issues such as suicide, students emotional or physical crisis, safety threats to persons or buildings (e.g. violence, fire, or floods)
* Responses to daily concerns regarding students seeking support and referrals such as academic or personal well-being concerns (e.g. mental health support)

**Decision Making**

* Independent decision-making is expected, particularly in after-hours on call emergency response
* Responsible for overseeing the response to a range of residence student cases from minor conduct cases to more complex issues such as sexual assaults, and mental health concerns
* Prompts the intervention of the Director, Housing in matters pertaining to student conduct or support that go beyond the scope of this position (e.g. major mental health concerns, student death, etc.)

**Impact**

* Unfair interpretation of residence standards and/or unhelpful attitudes to students and families or supporters produces a poor residence experience for students and could result in damage or impair the reputation of Trent residences.
* Failure to quickly and accurately assess student concerns could have a short-term negative impact, particularly if there are legal and/or financial implications resulting in a loss of student registration
* Nonresponsive actions to a concern regarding student wellbeing could have a significant impact on individual students, the residence community, staff, and institutional reputation

**Education Required**

1. Honours university degree (4 year) required. Master’s degree preferred in a related area such as Higher Education or Student Affairs.
2. Certification in areas such as ASIST, Mental Health First Aid and/or Conflict Resolution an asset.

**Experience Required**

1. A minimum of two years full-time professional residence life and/or student life experience in a post-secondary environment is required.
2. Excellent verbal, written, and cross-cultural communication skills.
3. Demonstrated understanding of student development and learning theories.
4. Demonstrated innovating educational approaches to residence life and education.
5. Educational and restorative approaches to student conduct management and student support initiatives.
6. Demonstrated ability to exercise good judgement, creativity, initiative, and sound-decision making.
7. Experience in managing emergencies, including immediate responses to individual and community concerns.
8. Ability to train, motivate, and lead a team of full-time and student staff.
9. Ability to interact and work with a wide variety of individuals.

**Responsibility for the Work of Others**

Direct Responsibility for the Work of Others:

Direct responsibility, including the supervision, hiring, training and evaluation for:

* College Residence Life Coordinators (3)
* Residence Education Coordinator (1)

Indirect Responsibility for the Work of Others:

Indirect responsibility, including overseeing the hiring, training, evaluation and on-going supervision of:

* Residence Life Student Staff (34) which includes Residence Life Dons, Residence Life Senior Dons, Living Learning Community Dons, and Residence Education Facilitators

**Communication**

Internal:

To support students, interacts regularly with:

* Security (daily)
* Counselling Services (daily)
* Colleges (weekly)
* Accessibility Services (weekly)

For program collaboration, consultation, and general student support, interacts occasionally with:

* Students, Cabinets, and TCSA (monthly)
* Trent International Program (as needed)
* Other student service departments (as needed)

External:

Communicating for the purpose of exchanging information:

* Training specialists for staff development
* Professional organizations and senior housing staff at other institutions

**Motor/ Sensory Skills**

* Required computer skills for residence software and basic administrative duties
* Peer helping skills in meeting with students and families and/or supporters
* Ability identify messages and cues (clear and unclear) from students in distress

**Effort**

Mental:

* Ability to multi-task and prioritize numerous tasks
* On call (biweekly) to respond to student and staff issues in college residences
* Job is emotionally demanding and draining

Physical:

* Long hours, sleep interruptions
* Work on some evenings/weekends

**Working Conditions**

Physical:

* As a result of on call, work is in multiple locations which can be disruptive

Psychological:

* As a result of the nature of the support that needs to be provided to students/referred to students, the position is emotionally demanding and can be draining