



## Residence Advisor – Job Description

**Contract Period:** Residence Advisors contract period typically runs from mid August to end of April (dates subject to change).

**Additional Benefits:** Student Housing and Residence Life Student Staff participate in a significant training program which provides valuable skill development in communication, conflict resolution, facilitation, leadership as well as certification in SafeTalk. Staff members also have requirements and opportunities to participate in further training, learning and development.

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### Overview

A Residence Advisor (RA) at the University of Toronto Scarborough has many responsibilities and duties that are essential to developing a cohesive and safe residence community. Reporting to the Residence Life Coordinator, this position is fundamental in promoting a community culture of inclusivity and acceptance through facilitated dialogue, community development and peer education. RAs are exceptional role models within the residence community and foster relationships through their skills in communication, conflict resolution and leadership.

### Core Competencies and Responsibilities

#### 1. Community Development and Student Support:

- Utilizing provided facilitation guides coordinate, promote and host within the expected timeframe: weekly community meetings/activities, monthly social rounds to prompt status updates with students, house meetings each semester
- Encourage and facilitate interactions and conversations among community members;
- Assist residents with the transition to a residence community and encourage members to take an active role in the community's development;
- Actively respond to students seeking support for academic, personal or community concerns. This includes but is not limited to providing accurate and timely referrals, communicate available campus resources, encouraging conversations around needs

and community values, providing assistance in evaluating available options or solutions;

- Facilitate dialogue and awareness on diversity, inclusion and community values to foster a community of respect, openness and acceptance;

## 2. Co-Curricular Experience and Learning:

- Encourage participation among community members in orientation events, residence activities, involvement opportunities, volunteerism and awareness initiatives

## 3. Community Management:

- Take a community based approach to conflict and conduct concerns with residents by facilitating discussion on individual, interpersonal and community impacts;
- Facilitate community agreements or mediations as needed to help resolve disagreements within community;
- Take appropriate steps to address behavior which contradicts the UTSC Residence policies and community standards and the University of Toronto Code of Student Conduct;
- Document and report incidents as appropriate in timely manner to the Residence Life Coordinator;
- Maintain knowledge of all emergency, crisis and safety procedures and acting in a first responder capacity in the community as required;
- Monitor and encourage a communal environment where appropriate levels of noise are maintained to support the rights of students to study, learn and rest. Support students in communicating environmental needs with respect to noise levels and address noise concerns/violations promptly.

## 4. Team Collaboration:

- Positively contribute to the successful development of the Residence Life Team through team collaboration, idea exchange/share, team encouragement and active communication;
- Attend all Residence Life Team meetings and mandatory events (i.e. hiring days, orientation events, August training, in-service training) as outlined by the Residence Life Coordinator.
- Act as Residence Life representative on departmental/campus committees if requested and provide updates and relevant information back to Residence life Team.

## 5. Administrative Functions:

- Distribute, disseminate and collect information and administrative items to/from residents and community as required by supervisor/department (e.g. posters, community meetings, online, check in forms);
- Report and assist students in reporting any maintenance concerns or issues immediately;
- Respect and maintain expectations around confidentiality in all aspects of the role as outlined in Residence Life Student Staff Code of Conduct and Expectations;
- Complete on duty shifts as per department procedures and duty schedule (weekdays shifts 5pm-9am; weekend shifts 5pm Friday to 9am Monday).

#### 6. Availability:

- Attend all required meetings or activities as outlined by Residence Life Coordinator and Employment Contract. This includes but is not limited to hiring days, committee meetings, training, orientation events, meetings with RLC, and campus/residence open houses.
- RAs are expected to maintain a high level of availability to residents and designated communities to foster interactions to get to know residents and to address needs and concerns of residents. Specifically, RAs have to be a visible presence in their community during evenings and weekends as well as peak periods (e.g. Orientation, Exams, Halloween, etc.).

### Statement Of Declaration

Student Housing & Residence Life has a legal obligation to safeguard the health and safety of students, staff, and guests in residences at U of T Scarborough. The department is committed to employing Residence Life staff who demonstrate, through selection and performance management measures, superior capacity as (i) a role model, through compliance with job expectations (i.e. code of conduct) and University policies (i.e. U of T Code of Student Conduct, UTSC Residence Handbook, Residence Contract); and (ii) to make independent decisions as a first responder and para-counsellor to students in need.

Student Housing & Residence Life will review the residence history of all applicants, which includes, but is not limited to academic standing, behavioural, conduct, and employment. Applicants whose non-academic misconduct (i.e. violations of UTSC Residence policies and community standards or University Code of Student Conduct) or employment history is deemed to be incompatible with the above-noted qualities will not be invited to the interview phase. An applicant's behavior history (i.e. personal wellness, mental health) is reviewed by a non-hiring manager at point of offer. When an individual may not be able to meet a bona fide occupational requirement (based upon the essential duties of the role) due to behavioural history an a) offer of employment will be conditional upon the applicant meeting specified expectations that ameliorate the concerns or b) an offer will not be made. In all cases, Student Housing & Residence Life will consider an applicant's individual circumstances and provide reasonable accommodation up to the point of undue hardship.

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