

**Nipissing University**  
**POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	Supervisor, Residence Student Education
<b>DEPARTMENT:</b>	Residence Life
<b>SALARY LEVEL:</b>	Three (3)
<b>CLASSIFICATION:</b>	Full-Time Administration
<b>SUPERVISOR:</b>	Manager, Residence Life
<b>DATE:</b>	April 2016

**SUMMARY OF FUNCTIONS:**

Reporting to the Manager, Residence Life, the Supervisor, Residence Student Education is responsible for overseeing programs, initiatives, and activities to support residential students and student employees in achieving success at Nipissing University. The Supervisor will be responsible for the development, implementation, and assessment of all community development frameworks, academic initiatives, and Living-Learning Communities. The Supervisor, Residence Student Education will be responsible for supporting the advising of the Residents' Council using a developmental framework. The Supervisor will develop, implement, and assess intentional training and selection programs for all student employees in the department.

The Supervisor will work with residence team members to develop a positive, healthy and safe living environment, which promotes personal and academic development for residence students. The Supervisor will lead a team consisting of the Residence Programming Coordinator, the student Residence Programming Assistant, and the Residents' Council to deliver focused and purposeful programs, initiatives, and activities. The Supervisor will develop the framework for community development and programming and provide support to the Supervisors, Residence Life for the programs, initiatives, and activities in the residential complexes. The Supervisor is part of a leadership team of six and will participate in a 24 hour on call rotation with other professional staff members. As a condition of employment, the Supervisor must provide a current a criminal record check/vulnerable sector check (i.e. not have been convicted of a criminal offence for which a pardon has not been granted).

**DUTIES AND RESPONSIBILITIES:**

**I. Residence Student Education**

**(40%)**

- Oversee all community development, programs, initiatives, and activities in residential communities at Nipissing University
- Responsible for the development, coordination, and assessment of purposeful programming, academic initiatives, and Living-Learning Communities
- Develop and assess intentional learning outcomes designed to enhance the student learning experience in Residence
- Develop and oversee the maintenance of an assessment plan to assess residential curricular initiatives
- Research, develop, implement, and assess Residential Curriculum in alignment with the department mission and values, and institutional goals
- Develop and facilitate the creation and advancement of academic support initiatives to support the success of students living in residence
- Develop, implement, oversee, and assess intentional Living-Learning Communities through collaboration with academic and service-oriented areas on-campus and community organizations
- Conduct annual reviews of the Living-Learning Communities to ensure goal alignment and continuous improvement
- Develop relationships with faculty and staff to develop and seek support of academic support initiatives in residence

- Liaise with Academic Skills & Transition Services for integration of Orientation initiatives into the University Orientation plans
- Collaborate with University offices and resources in creating academic support initiatives
- Provide support/oversight to the Residence Programming Coordinator in advising the Residents' Council
- Work in collaboration with the Residence Life & Admissions Coordinator to support student retention to residence
- Responsible for the delivery of the annual Residence Orientation Weekend including the planning, assessment, evaluation and analysis of results
- Oversee the development of initiatives to continually advance the effectiveness, quality, and professionalism of the Residence tour program
- Follows Risk Management protocol and approves activities proposed by the Residents' Councils

## **II. Student Employee Selection & Education**

**(40%)**

- Coordinate all selection and training processes for student employees and volunteers in the department including Residence Life Community Advisors, Academic Dons, Residents' Council Executives, Residence Tour Guides, Front Desk Workers, Residence Life Assistants, Residence Dons, and a Residence Programming Assistant
- Develop and implement all project and assessment plans for recruitment, selection, and training processes under their purview
- Chair all committees in relation to student employee recruitment, selection, and training, including establishing all timelines, and working with the Manager to hold others accountable for delegated responsibilities
- In collaboration with the Manager, direct others in the execution of tasks regarding hiring and training processes

### **Recruitment & Selection**

- Coordinate intentional recruitment campaigns for all student employment and volunteer positions
- Ensure all selection and hiring processes are in alignment with Nipissing University employment policies
- Oversee all administrative functions of the selection processes, including communicating with candidates regarding offers of employment
- Recommend to the Manager information technology resources for use in selecting employees effectively and efficiently

### **Training & Education**

- Research, develop, implement, and assess a year long curricular training model for all student employees and volunteers
- Lead various teams to coordinate intentional learner-centred training programs that account for a variety of learning styles
- In collaboration with the Manager, direct others in the development of intentional, assessable learning outcomes and practical learning experiences for student employees
- In collaboration with the Manager, direct others in the development of training modules
- Responsible for the coordination, implementation, and assessment of various mediums for training employees and volunteers (e.g. online modules, self-directed study, seminars, retreats, conversation circles, resource fairs/talks, etc.)
- Provide training to all employees with regard to residence education processes, practices, and philosophies

## **III. Supervision/On-Call**

**(15%)**

- Supervise the Residence Programming Coordinator in the planning, development, implementation, and assessment of all educational initiatives, large scale programming, and special events under their purview
- Supervise the Residence Programming Coordinator in the advising of Residents' Council, using a developmental perspective

- Provide intentional goal-oriented professional development and training opportunities for the Residence Programming Coordinator
- Oversee and provide on-going consistent supervision through training programs, appropriate written guidelines, regular staff meetings, one-on-one meetings and feedback, etc.
- Responsible for the development of employee manuals for all professional and student employees under their purview
- Provide feedback and evaluation of student employees on a regular basis in a manner that benefits both the individual and the residence operation
- Responsible for the scheduling, monitoring, and tracking employee hours of work, including responding to overtime and vacation requests
- Administer staff accountability processes for employees under purview
- Ensure all employees under their purview practice appropriate ethical behaviour, respect Human Rights and respect the diversity of all individuals
- Ensure that all staff under their purview are knowledgeable, and remain current, of all appropriate University, Provincial, Federal and Municipal Regulations
- Assume weekly, weekend and vacation duty coverage. Participation in a rotating 24-hour professional staff on-call system
- Respond on-site to residence-related emergencies/crises of a serious nature (fire, fire alarm, evacuation, death of a resident, medical emergency, assault, illegal substances, suicide, Self-harm, police investigations, etc.)

#### **IV. General Administration**

**(5%)**

- Address issues/concerns raised by current and prospective residents, parents or guests in a fair and tactful manner
- Advise, monitor, track, and account for programming, recruitment, selection and training budgets
- Attend and participate in weekly/bi-weekly and monthly staff and project oriented meetings
- Ensure accurate and appropriate data analysis and reporting to all stakeholders
- In collaboration with the Residence Life & Admissions Coordinator, and the Supervisor, Residence Services create and implement effective tools for evaluation and assessment of student learning outcomes and training learning outcomes (i.e. surveys, focus groups)
- Collaborate with the Residence Life & Admissions Coordinator to write and distribute effective communication to students
- Work with the Supervisor, Residence Services, to ensure all promotional materials meets standards as set out in the poster policy
- Participate in student recruitment events as required
- Assist with all student employee selection processes
- Assist with fall move-in of students

***Any other duties as assigned by supervisor.***

#### **EDUCATION:**

Relevant University degree is required.

*Training and/or experience may be substituted for formal academic training at the discretion of the University*

#### **TRAINING AND EXPERIENCE:**

- A minimum of two years' of relevant experience
- At least one year of relevant supervisory experience
- Experience in the Canadian university system, and post-secondary systems in general
- Experience developing and delivering training

#### **KNOWLEDGE/SKILLS REQUIRED:**

- General management, administration, and supervising of staff ability

- Understanding of human resource best practices (i.e. – recruitment, selection)
- Familiar with relevant employment and health legislation/regulations
- Budgets and budget controls
- Good understanding of Student Self-governance (Residents' Council)
- Ability to lead a team of colleagues using project management principles
- Sound knowledge of administrative practices and procedures preferably in an educational setting
- Excellent oral/written communication and public speaking skills
- Ability to exercise independent judgment and initiative to solve problems on a daily basis
- Well-developed problem solving and decision making skills
- Excellent computer skills (software and programming)
- Excellent organizational skills
- Ability to maintain confidentiality
- Tact, diplomacy, and discretion in working with students and applicants
- Ability to deal with disruptive students, belligerent clients/parents/guardians, and stressful situations (discipline, responding to emergency calls)
- Ability to effectively participate and lead teams
- Ability to multi-task and function in a fast-paced environment

#### **POSITION RELATIONSHIPS:**

**Supervised by:** Manager, Residence Life

**Workers supervised:** Residence Programing Coordinator  
Residence Programming Assistant (student employee)

#### **INTERPERSONAL RELATIONSHIPS/PERSONAL CONTACTS:**

##### **Internal:**

- Students, staff and faculty
- Student Organizations and Clubs
- Campus Security and Parking
- Catering Services
- Campus Health Services

##### **External:**

- General Public, prospective students, Parents and Guardians
- Emergency Services (Police, Fire, Ambulance)
- North Bay community groups and organizations
- Visitors and Campus/Conference Guests
- Other Universities and Colleges
- External Health Care Providers (Hospitals, Clinics, Mental Health Services)
- Alumni
- Media

Relations would entail information, consultation, conflict resolution, and feedback. The purpose of personal contacts/relationships will be to liaise, problem solve, mediate conflicts, give directions, confirm rooms, recommend, order supplies, equipment and furnishings, plan and review projects and renovations, and general information exchange.

#### **MATERIALS/EQUIPMENT UTILIZED:**

- Nipissing University Policy & Procedures Manual
- Nipissing University Code of Students Rights and Responsibilities
- OPSEU Collective Agreements

- Nipissing University Harassment & Discrimination Policy
- Nipissing University Residence Community Living Standards (RCLS)
- Nipissing University Academic Calendar
- Computer, telephone, fax machine, photocopier
- Datatel software program, Microsoft Office Suite
- eRezLife software program
- Blackboard educational learning software
- Video surveillance equipment (recorders, monitors)

**PHYSICAL/MENTAL DEMANDS:**

- Seasonal peaks and an annual cycle
- Intense visual/listening concentration
- Variety of sitting, standing, walking, some climbing
- Comfortable heated and cooled private office

**WORKING CONDITIONS:**

- Participate in an on-call rotation - 24 hours a day, 7 days a week for 8 months of the year
- Limited travel (geographically separated complexes)
- Extensive evening and week-end work (mid August to April annually)
- Must provide a current a criminal record check/vulnerable sector check (i.e. not have been convicted of a criminal offence for which a pardon has not been granted)

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

\_\_\_\_\_  
Employee Name (Please Print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature

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**Approvals**

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Senior Manager, Human Resources

\_\_\_\_\_  
Date