

**Nipissing University
Position Description**

POSITION TITLE: Supervisor, Residence Student Conduct

DEPARTMENT: Residence Life

SALARY LEVEL: Three (3)

EMPLOYMENT DEFINITION (STATUS): Full-time Administration

SUPERVISOR: Manager, Residence Life

SUMMARY OF FUNCTIONS:

Reporting to the Manager of Residence Life, the Supervisor develops a positive living-learning environment, which promotes the personal and academic development for residence students across all residence complexes. The Supervisor, Residence Student Conduct oversees the development and implementation of preventative education related to student conduct, safety and wellness. The Supervisor will also serve as lead in the development, revision and instruction of residence conduct response processes, including direct follow-up to student conduct concerns. The Supervisor will also be responsible for training student and professional staff in the safety protocols and processes of the Residence Life department.

This position is not a live-in-position but does require the incumbent to live within city limits in order to respond to emergency situations. Frequent evening and weekend work is required.

DUTIES & RESPONSIBILITIES:

STUDENT CONDUCT

(40%)

Administration

- Reviews all conduct records ensuring that reports meet established guidelines and provide direct and indirect follow-up to ensure accuracy as needed.
- Reviews conduct outcomes to ensure consistency of conduct experience for students across campus
- Leads annual review of eRezlife database related to conduct tracking and management and makes recommendations, or establishes additional resources as needed
- Helps establish goals for the conduct system that meet the needs of the residence and campus community
- Develop and maintain comprehensive educational sanction tool kit
- Establish and monitor a process for assigning and following up on educational sanctions for sanctions assigned at all levels of the conduct response process
- In collaboration with Residence staff, establish and monitor a process to manage billing related to sanctions involving financial restitution
- As part of the leadership team support and assess intentional learning outcomes designed to enhance the student learning experience in residence
- Encourage, promote and/or implement collaboration with university employees to provide educational, outcome based programs that enhance student learning and the student experience
- Work with staff to develop an academically focused residential environment
- Analyze community and academic development related data on a monthly basis to respond to consistent issues and implement proactive measures

- Evaluate and assess the effectiveness of the residence conduct process, as well as the educational and other outcomes in relation to departmental goals

Student Conduct

- Work with departmental professionals and student staff to ensure that students have an understanding of expectations and policies
- Serve as an investigator and conduct officer for violations of the Residence Community Living Standards and the Nipissing University Code of Student Rights and Responsibilities
- Enforce University and Residence Life policies and procedures, using a student learning framework
- Take appropriate steps to ensure procedural fairness and due process in conduct follow-up and investigations
- Conduct prompt investigations of incidents in line with the residence and campus conduct processes
- Partner and work with other university officials to address on-going concerns regarding student behaviour
- Advise management on significant residence student conduct trends/issues
- Maintain comprehensive documentation of student behaviour for future reference
- Educate and advise students on the conduct and appeal process
- Analyze student conduct related data on a monthly basis to respond to consistent issues and implement proactive measures
- Assist with the development and tracking of interim measures

Student Support

- Serve as a resource for students involved in conduct processes
- Assist Supervisors, Residence staff and student leaders in response to conduct matters that impact communities more broadly
- Collaborate with university staff to provide support to students experiencing personal, academic and financial difficulties
- Refer students to other university departments and/or community partners when appropriate
- Apply trauma informed practices in all interactions with vulnerable or high-risk students
- Support students impacted by sexualized violence in understanding their options in residence, and in accessing campus and community support resources
- Promote civility and foster self-advocacy in students to help them manage their academic and personal responsibilities

SAFETY

(25%)

Procedural safety

- Oversee the development, review and implementation of safety and security procedures for Residence Life
- Promote a safe and health living, learning, and working environment by ensuring department standards are adhered to, supporting the departments safety goals, and reporting any concerns
- Provide feedback to other residence team members regarding the implementation of the Residence Community Living Standards
- In consultation with the Supervisors, Residence Life staff and Residence Maintenance Supervisor, facilitate fire safety education, including preparing staff to execute fire evacuation drills, and other fire related administrative processes
- Ensure first aid kits are refilled and distributed to each complex; consulting with Supervisors, Residence Life and the Supervisor Residence Services to ensure all areas are appropriately stocked
- In collaboration with professional and student staff, develop and implement programming and education related emergency and safety procedures, their importance and the student role in a safe community
- Audit community practices to identify opportunities for enhanced safety and security practices
- Make recommendations to the Manager regarding security initiatives in order to improve student safety
- Lead colleagues and student staff in the theoretical and procedural application of risk management principles, including audits of process adherence

Preventative Education

- In collaboration with Residence staff and campus partners, lead and participate in the development, delivery and assessment of prevention and awareness programming in residence
- Maintain current knowledge of legislations, policies procedures and best practices with regard to prevention and harm reduction programming
- Identify, develop and lead other prevention and harm reduction based programming to address emerging trends in residence conduct

SUPERVISION

(20%)

- Responsible a team of 7-15 student staff, to oversee and provide on-going consistent supervision through training, appropriate written guidelines, regular staff meetings, one-on-one meetings, feedback, and accountability processes.
- Assist with departmental student employee selection processes as required
- In collaboration with the Supervisor, Residence Education develop, implement, and assess training sessions for all student employees under their purview
- Provide training, as well as ongoing advisement and support to colleagues, student staff and students with regard to the conduct process, conduct response, emergency situations, crisis management, risk management principles of due process and legislative compliance
- Oversee and provide on-going consistent supervision through training, appropriate written guidelines, regular staff meetings, one-on-one meetings and feedback, etc.
- Work with the Supervisor, Residence Student Education and Residence Life Supervisors to develop employee manuals for all student employees under their purview
- Ensure all student employees under their purview practice appropriate ethical behaviour, respect Human Rights and respect the diversity of all individuals
- Ensure that all student staff under their purview are knowledgeable, and remain current, of all appropriate University, Provincial, Federal and Municipal Regulations
- Direct student staff to implement all policies and procedures in a consistent manner across all residence complexes

GENERAL ADMINISTRATION

(10%)

- Address issues/concerns raised by current and prospective residents, parents or guests in a fair and tactful manner
- Advise, monitor, track, and account for assigned budgets
- Provide information to the Manager regarding budget requests regarding initiatives for improvement
- 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
- Oversee annual and ongoing reviews of the Residence Community Living Standards
- In collaboration with the Residence Life & Admissions Coordinator, Supervisor, Residence Student Educations and the Supervisor, Residence Services create and implement effective tools for evaluation and assessment of student (resident) learning outcomes (i.e. surveys, focus groups)
- Collaborate with Residence Staff to write and distribute effective communication to students
- Participate in student recruitment events as required
- Assist with fall and winter move-in and move-out processes
- Network and maintain a working relationship with other university and campus employees
- Maintains memberships with professional organizations (e.g. Ontario Association of College and University Housing Officers)

ON CALL

(5%)

- Assume weekly, weekend and vacation on call coverage year round. Participation in a rotating 24-hour professional staff on-call system (shared rotation with other administrative professionals)
- Respond on-site to residence-related emergencies/crises of a serious nature (fire, evacuation, death of a resident, medical emergency, assault, illegal substances, suicide, police investigations, etc.), in line with the staff On Call Matrix and/or at the request of the Manager, Residence Life

Other duties as assigned

QUALIFICATIONS:

Education: Relevant University degree

Training, Experience, Knowledge & Skills Required:

- A minimum of three years of experience working in a university and/or residence life setting
- Experience leading teams and relevant supervisory experience
- Experience in dealing effectively with students will be considered an asset
- Experience dealing with disruptive students, belligerent clients/parents/guardians, and stressful situations (discipline, responding to emergency calls)
- A negative criminal record check with vulnerable sector screening is required.
- A valid driver's license with access to a vehicle, or the ability to reach campus in a timely manner is also required for on call shifts.
- Knowledge of the Canadian university system, and post-secondary systems in general
- Sound knowledge of administrative practices and procedures preferably in an educational setting
- Excellent oral and written communication skills
- Ability to exercise independent judgment and initiative to solve problems on a daily basis
- Well-developed problem solving and decision making skills
- Ability to work both independently and as part of a team
- Ability to multi-task and function in a fast-paced environment
- Excellent computer skills
- Excellent organizational skills
- Ability to maintain confidentiality
- Tact, diplomacy, and discretion in working with students and applicants
- Knowledge of applicable health regulations
- Knowledge of Student Self-governance (Residents' Council)
- Knowledge of Nipissing University Code of Students' Rights and Responsibilities
- Knowledge of relevant Nipissing University Policies and Procedures and services available
- Familiarity with Academic Calendar
- Understanding of FIPPA
- Understanding of fair and equitable hiring practices

POSITION RELATIONSHIPS:

Supervised by: Manager, Residence Life

Workers supervised: Students in the positions of: Residence Dons, Academic Dons, Community Advisors, Living-Learning Community Dons in their assigned complexes (student staff)

Internal Contract: Students, staff and faculty

External Contract:

- Catering Services
- Campus Health Services
- Student Organizations
- Parents/Guardians
- Emergency Services (Police, Fire, Ambulance)
- Visitors and Campus/Conference Guests
- Other Universities and Colleges
- External Health Care Providers (Hospitals, Clinics, Mental Health Services)
- Alumni
- Media

MATERIALS UTILIZED:

- Nipissing University Code of Students Rights and Responsibilities
- Relevant Nipissing University policies and procedures
- Nipissing University Residence Community Living Standards (RCLS)
- Residential Tenancies Act
- Computer, telephone, printer, fax machine, photocopier
- Various student data management software programs, Online Form/Data Management Software Program, Microsoft Office Suite, Internet
- Video surveillance equipment (recorders, monitors)

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Participate in a residence on-call shared rotation (typically every fourth week year round)
- Evening and weekend work, seasonal peaks, annual cycles
- Dealing with disruptive students, agitated clients/parents/guardians
- Stressful situations (discipline, responding to emergency calls)
- Visual/listening concentration
- Variety of sitting, standing, walking
- Occasional travel
- Flexible work schedule is required

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)

Employee Signature

Date

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Approvals

Supervisor

Date

Human Resources

Date