

**Nipissing University**  
**Position Description**

<b>POSITION TITLE:</b>	Supervisor, Residence Life & Off Campus Living
<b>DEPARTMENT:</b>	Residence Life
<b>SALARY LEVEL:</b>	Three (3)
<b>CLASSIFICATION:</b>	Full-Time Administration
<b>SUPERVISOR:</b>	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. The Supervisor is responsible for the development and implementation of the services, resources and support offered to Nipissing University students living and seeking to live off-campus. Overseeing the operation of the residence life program in their assigned area including student life issues, student concerns, and student conduct processes as well as residence programming. The Supervisor is part of a leadership team and will participate in a 24-hour on-call rotation with other professional staff members.

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:**

**OFF CAMPUS LIVING**

**(40%)**

**Off-Campus Living Services and Education**

- Develop, implement, and evaluate off-campus living services and resources
- Work collaboratively with student associations and clubs, International Support, Indigenous Initiatives, Student Development and Services, other campus services, local municipalities and others to deliver services and support
- Create comprehensive off-campus living content and resources including digital resources, websites, webinars, and presentations to disseminate informational materials for students, supporters, landlords, university staff and community partners
- Develop and maintain the off campus living website and social media accounts
- Work with the University's partnered listing services and identifying and acting on areas for improvement, including promotions of these listing services to students and landlords
- Oversee the creation of new housing partnerships and/or student housing programs within our community
- Manage the sourcing of student housing within the community
- Develop and promote educational programs, services and resources to inform students about their rights and responsibilities as tenants under the Residential Tenancies Act, awareness around rental housing scams, and how to source safe and legal rental units
- Work to enhance general safety awareness and education programs for off-campus students
- Develop and maintain relationships with other Ontario institutions to assist with service and resource development
- Facilitate the arranging of emergency housing support to students

### **Student and Landlord Support**

- Develop and present seminars to students seeking accommodations
- Respond to all inquiries from students and landlords
- Provide support to students seeking off-campus housing
- Assess and evaluate landlord and student complaints; develop and facilitate mediation processes.
- Provide tenant/landlord referrals to campus and community resources/agencies where appropriate
- Support students with housing-related concerns and make appropriate referrals to resources/agencies where appropriate
- Respond to student inquiries and concerns about off-campus student housing
- Develop and facilitate educational initiatives to support students in finding safe housing
- Provide annual support to any students on the residence waitlist should a waitlist be required each year for Nipissing University Residence Life
- Collaborate with campus and community partners to develop an integrated approach to support students living in the community that are at-risk as it relates to finding and securing housing
- Liaise with Registrar's Office and International Student Support Office to provide direct assistance to international students and ensure proper communication and direction to resources are provided
- Identify changing local factors and communicate trends and action plans to the Supervisor, Residence Services; this includes analysis of data and drafting reports

### **Campus and Community Initiatives**

- Work collaboratively with campus partners and community stakeholders to implement initiatives to address and educate students regarding tenant safety, tenant rights, problematic student behaviour off-campus, as well as supporting students in making educated decisions about activities off-campus
- Initiate, develop, expand, and maintain productive relationships with external community partners (i.e., neighborhood groups, City representatives and staff, City departments, Police, Fire) to further expand healthy and reciprocal University-City-neighborhood relations.
- Attend campus and community events to promote services and network with partners
- Inform the university of the concerns and issues of external community stakeholders through the preparation of reports and active participation in relevant community groups and agencies.
- Research best practices, participate in professional associations/organizations and engage with institutional partners

## **RESIDENCE LIFE**

**(20%)**

### **Student Life**

- Administer the day-to-day administration operations of 1 residence complexes in conjunction with the Supervisor, Residence Services and Residence Maintenance
- Provide feedback on activities and initiatives occurring in residence to the appropriate staff member
- Support the residence education framework within assigned complexes
- Work with the Supervisor, Residence Education to support and implement Living-Learning Communities
- Collaborate with university employees to support and implement orientation and transition programs
- As part of the leadership team support and assess intentional learning outcomes designed to enhance the student learning experience in Residence
- Regularly attend complex and campus wide initiatives
- 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

### **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
- Enforce University and Residence Life policies and procedures, using a student learning framework
- Serve as the primary complex-based administrator responsible for managing house/suitemate conflicts and mediations
- Conduct prompt investigations of incidents in line with the Residence Conduct process
- Partner and work with other university officials to address on-going concerns regarding student behaviour
- Maintain comprehensive documentation of student behaviour for future reference
- Educate 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

### **Student Support**

- Maintains visibility and availability with the residential community to provide support to students
- 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
- Ensure the safety and security procedures for residence and promote the policies that are in place
- Ensure that fire safety programs are in place including regular evacuation drills
- Recommend security initiatives to the Manager and Supervisor, Residence Services in order to improve student safety

## **SUPERVISION**

**(20%)**

- Responsible for evaluating, and supervising a team of 7-12 student employees including Residence Dons, Community Advisors, Academic Dons, and Living-Learning Community Dons
- Involved in hiring and training processes for student staff
- 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 other Residence Life Supervisors to develop employee manuals for all student employees under their purview
- In collaboration with the Supervisor, Residence Education develop, implement, and assess training sessions for 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 life department
- Administer staff accountability processes for student employees under 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
- Direct student employees with regard to the implementation of processes, policies, and procedures

## **GENERAL ADMINISTRATION**

**(15%)**

- 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
- Assist in the room assignments process as required by the Residence Life & Admissions Coordinator
- Approve and manage resident room transfers when necessary
- 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 Manager and Supervisor of Residence Maintenance implement a process to minimize and manage damages to residential facilities
- Collaborate with the Residence Life & Admissions Coordinator to write and distribute effective communication to students
- Participate in student recruitment events as required
- Assist with departmental student employee selection processes as required
- Assist with fall and winter move-in and move-out processes
- Network and maintain a working relationship with other university employees
- Maintains memberships with professional organizations (e.g. The Ontario Association of College and University Housing Officers)

#### **ON CALL**

**(5%)**

- Assume weekly, weekend and vacation duty coverage. Participation in a rotating 24-hour professional staff on-call system
- Respond on-site or through phone consultation, as appropriate, to residence and facilities-related queries while on-call
- While assuming on-call shifts, provide guidance, support, and follow-up to assist student staff in effective response to a variety of occurrences
- While assuming on-call shifts, work collaboratively with the Manager, Residence Life; Campus Security, Police, Emergency Medical Services, etc. to respond to emergencies and situations requiring urgent on-site response
- 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.)

Other duties as assigned by supervisor

#### **QUALIFICATIONS:**

**Education:** A Bachelor's degree (e.g., Social Work, Social Welfare, Education, Criminal Justice or another relevant field)

#### **Training, Experience, Knowledge & Skills Required:**

- A minimum of two 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)
- 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
- Knowledge of the Landlord Tenant Act
- Understanding of fair and equitable hiring practices
- Must be bondable and receive a negative criminal record check/vulnerable sector check (i.e. have not been convicted of a criminal offence for which a pardon has not yet been granted)

## **RELATIONSHIPS/CONTACTS:**

**Supervised by:** Manager, Residence Life

### **Workers supervised:**

- Student Residence Dons
- Academic Dons
- Community Advisors
- Living-Learning Community Dons in their assigned complexes

**Internal Contacts:** Students, staff and faculty

### **External Contacts:**

- 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

Relations would entail information, consultation, conflict resolution, and feedback. The purpose of personal contacts/relationships is 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 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
- Standard office equipment
- 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 occasional disruptive students, belligerent clients/parents/guardians Stressful situations (discipline, responding to emergency calls)
- Intense visual/listening concentration
- Variety of sitting, standing, walking, and occasional climbing
- Comfortable heated and cooled private office
- Limited travel

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

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date