

Nipissing University
POSITION DESCRIPTION

POSITION TITLE:	Manager of Residence Life
DEPARTMENT:	Residence
SALARY LEVEL:	Seven (7)
EMPLOYMENT DEFINITION (STATUS):	Full-time Administration
SUPERVISOR:	Assistant Vice-President, Students

SUMMARY OF FUNCTIONS:

Reporting to the Assistant Vice-President, Students (AVP, Students), the Manager of Residence Life will provide overall leadership and administration of a 979-bed residence operation. The role will oversee all aspects of the Residence Life program, including the recruitment, hiring, supervision, training, and evaluation of full-time professional staff and student staff, and will be accountable for residence operations, Community Living Standards, and the development and delivery of social, academic, and learning community programming.

The Manager will ensure availability to support timely responses to behavioural issues and emergencies outside of regular business hours and will work collaboratively with Residence Life staff and campus partners to foster a safe, inclusive, and supportive residential environment that promotes student success. The role will provide both operational and strategic leadership for Nipissing University's residence system and will contribute to the development and review of student life policies, procedures, and programs related to students living in residence.

The Manager will be responsible for planning, overseeing, and evaluating residence operations and admissions; ensuring the quality of the residence experience; managing financial resources; preparing and presenting budgets; and ensuring service delivery meets institutional standards and student needs.

DUTIES AND RESPONSIBILITIES:

General Residence Administration **(30%)**

- Oversee the administration of the day-to-day operations of the Residence system (Nipissing University currently operates 4 separate complexes that vary in size from 142 occupants to 406)
- Initiate, develop, recommend and administer policies, standards and procedures related to the Residence, which are in accordance with the operational procedures, goals and priorities of Residence Life Department, Student Development and Services, and Nipissing University
- Ensure that the Residence provides a residential community atmosphere that not only reflects well on the University, but is also a positive factor in attracting students to Nipissing University
- Address issues/concerns raised by residents, parents or guests in a fair and tactful manner, keeping the university's reputation in mind
- In consultation with the AVP, Students prepare the overall budget for Residence; approve all expenditures within set parameters; recommend, for approval, rates and fee structures; ensure that proper financial controls are followed with regard to deposits, requisitions, reconciliations, petty cash floats, etc.
- Responsible for the orderly control of services to the residence by outside and internal vendors/contractors
- Responsible for maintaining a positive, collegial and cooperative working relationship with Canadore College in matters related to Residence & Operations

- Chair and participate in weekly/bi-weekly and monthly staff meetings (Residence Life Management Team, Student Development and Services, as well as collaborative meetings with Residence Maintenance/Facilities and Summer Accommodations and Programming Meetings)
- Oversee the development and monitor an effective system of Residence Student Governance. (i.e.: Residents' Council)
- Responsible for Town/Gown relationship and resolving any problems or issues with the City of North Bay.
- Responsible for coordination of events (licensing, noise by-laws etc.) with the City of North Bay and any media relations required.

Supervision **(25%)**

- Oversee the continued development of a residence staff manual that will assist Dons and related positions in their day to day responsibilities
- Oversee the recruitment, development, training and performance of the Residence Life Staff
- Oversee the coordination, planning, implementation of Residence Don and Residents' Council training (spring and fall training, in-service training)
- Ensure that staff is knowledgeable, and remain current, of all appropriate University, Provincial, Federal and Municipal Regulations
- Ensure all staff practice appropriate ethical behaviour, respect Human Rights and respect the diversity of all individuals
- Directly supervise Residence Life Management Team
- Approve overtime for all support staff
- Manage the activities of all staff in a continued effort to maintain a safe, clean and healthy living environment for all residents
- Oversee and provide on-going consistent supervision through training programs, appropriate written guidelines, regular staff meetings, one-on-one meetings and feedback from staff, student evaluations, etc.
- Communicate and work regularly with the AVP, Students to address staffing needs as they arise
- Evaluate staff on a regular basis in a manner that benefits both the individual and the residence
Initiate corrective action when required.

Residence Admissions and Recruitment **(10%)**

- In conjunction with the Office of the Registrar, analyze statistical data to establish priorities for residence admissions to ensure maximum occupancy levels (e.g. setting of numbers for returning students vs. guaranteed applicants)
- Administer the residence application process (both new and returning students)
- Communicate with (in person, by phone or electronically) with prospective and current students and their parents/guardians to answer residence related queries or to address special requirements and/or personal problems
- Oversee the annual room placement process for students entering residence each September and ensure that residence acceptance/information packages are complete
- In conjunction with Nipissing University's Finance Office, ensure that all residence fees are collected
- In conjunction with Nipissing University's marketing department create the annual residence marketing brochure, residence application forms and/or additional marketing materials as required
- Attend the annual Ontario Universities' Fair to assist with the University's Student Recruitment initiatives
- Oversee the Residence new/potential student tour program to support the University's Recruitment Office in all recruitment efforts involving residence. This includes being available and participating in Open Houses (Fall and Spring), Parent Information Sessions, General Information Sessions, displays etc.
- Participate and attend New Student Orientation by offering information sessions, attending parent sessions and/or other workshops, tradeshows etc. annually (approximately five days each July)

Reference/Resource (10%)

- Represent Residence Life & Student Development and Services through membership on University committees
- Responsible for working closely with key partners to connect students in residence to essential University services, functions, and activities and to advocate on behalf of residence students
- Responsible for administering a comprehensive assessment plan aimed at demonstrating the value of Residence Life programs as it relates to institutional priorities
- In conjunction with Student Development and Services, serve as a resource person for students, faculty and University administrators in matters pertaining to residence and residence students (e.g. Governance, discipline, student problems or concerns, impact on academic success of physical Disabilities or emotional difficulties, legal problems, etc.)
- Network and maintain a working relationship with other residence officials
- Maintain memberships with professional and local organizations (e.g. The Ontario Association of College and University Housing Officers, Chamber of Commerce, etc.)
- Provide timely and accurate information to the AVP, Students on all residence related matters
- Plan, organize and represent the Residence within the University and in the broader Community
- Represent the University through membership on University committees, talks, seminars, Public relations appearances, etc.
- Liaise with other related agencies, organizations, and departments including: the City of North Bay, North Bay Transit, Chamber of Commerce, Canadore College, Student groups (e.g. NUSU), etc.
- Ensure that appropriate research is conducted or in place to assist in determining the direction and activities of the residence with regard to services provided, training and the development of personnel and students

Student Life and Program Development (10%)

- Ensure development of clear, consistent program development and delivery that is based on Student Development Theory and the consistent with Nipissing's Mission and Strategic priorities which support retention and success
- Oversee the creation of a diverse residence life program that ensures opportunities or activities are available to all residents that will assist them in their academic pursuits; develop independence and self-sufficiency; develop a sense of respect for self, others and property; assist in developing and confirming values; provide opportunities for self direction, and continued learning
- Oversee the planning, coordination, implementation of educational and social programs for students in residence (e.g. alcohol awareness, drug awareness, healthy sexuality, stress management, academic success, diversity, personal safety and security, healthy lifestyle) – these programs are initiated and facilitated by the Residence Management Team in conjunction with the Residence Dons, Residence Programming Office, Residents' Council, and Student Development and Services
- Responsible for designing community educational interventions aimed at reducing incident numbers and mitigating risky behaviours
- Attend the majority of inter-residence events (e.g. Festive Feast, Semi-Formal, Residence Orientation, Arrival Weekend, Year-End Banquet etc.) in order to show support of students and their respective events
- Attend occasional individual residence events to ensure on-going contact with students. Please note the majority of student events take place outside of regular work hours
- In conjunction with the AVP, Students, ensure that student Welcome Week is managed to ensure a positive, inclusive, fun and welcoming experience for all students

Emergency Response and Student Discipline (10%)

- Responsible to carry a cell phone at all times and be available "on call" on a 24 hours a day, 7 days a week basis throughout the year to ensure availability to all staff, Front line staff and campus emergency services (e.g. Campus Security)

- Ensure support for Residence Life Management Team in situations requiring a more senior response, and will initiate involvement of senior officials as required
- 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.)
- Responsible for assessment of same in case evacuation, or re-location of residents due to maintenance and/or other issue (e.g. electrical power outage)
- In conjunction with the AVP, Students, or other Senior Administrators, oversee the discipline of students living in Residence and the enforcement of the Residence Community Living Standards, the Conditions of Accepting a Room in Residence (Residence Contract), Nipissing University's Harassment and Discrimination Policy and the Code of Student Rights and Responsibilities
- Oversee the Residence Life Management Team and their respective staff teams to ensure a consistent standard of behavior throughout the residence system
- Ensure proper documentation, investigation and outcomes of student behavioural decisions
- Advise on more serious issues and will make recommendations for eviction to the AVP, Students
- Supervise residence disciplinary systems in order to provide fair and consistent treatment of residence students (Residence Community Living Standards) and ensure that discipline problems are dealt with in a fair and equitable manner
- Ensure that student conduct is approached from an educational perspective that allows residents sufficient freedom to pursue their educational goals, but prevents behaviour that infringes on the rights and privileges of other students

Residence Safety and Security (3%)

- Ensure that Nipissing University's residence operation provides students with a safe, fun atmosphere that is conducive to both academic success and the social development of every member of the residence community
- Oversee the development, review and implementation of safety and security procedures for residence to ensure student and conference guest safety in residence. (e.g. ensures staff hold regular evacuation drills, fire equipment and systems are inspected, liaises with local fire and emergency personnel as required)
- Oversee programming to promote student safety and education
- Recommend security initiatives in order to improve student safety

Student Issues & Concerns (2%)

- Provide occasional informal, supportive counseling to students experiencing personal, academic and financial difficulties and provides appropriate referrals (e.g. Counseling Services, Financial Aid, Academic Counseling)
- Liaise with parents/guardians regarding residents when required
- Maintain regular office hours to ensure availability to residents

QUALIFICATIONS:

Education: Relevant University degree. A degree in Education, Psychology, Social Work, Criminology, or programs emphasizing human development is considered an asset. A graduate degree in Higher Education, Student Affairs Administration or Student Development is preferred.

Skills, Training and Experience:

- A minimum of five years' experience in a residence life environment or equivalent experience working effectively with students
- Experience with and responsibility for residence student disciplinary processes, utilizing tenants of natural justice and balance of probabilities

- Ability to make decision with the development of the student and safety/ maintenance of an acceptable community learning environment
- Experience in budget preparation and an understanding of basic financial principles
- Experience in general management, administration and supervision
- Ability to design and present training seminars/workshops
- Excellent interpersonal skills
- Ability to establish ready and easy rapport and effective working relations with all partners including but not limited to students, parents/guardians, conference guests, visitors, external contractors, etc.
- Tact, diplomacy and flexibility in dealing with other administrators
- Proven flexibility in order to effectively deal with shifting and changing priorities
- Ability to work independently and negotiate/share decisions with other administrative and academic colleagues
- Demonstrated effectiveness in collaborative settings
- Excellent analytical and problem solving skills
- Ability to maintain privileged and confidential information
- Effective decision making skills
- Independent judgment
- Well-developed crisis intervention and conflict management skills
- Superior analytical skills
- Strong leadership qualities
- Ability to compose effective administrative documents and correspondence addressing sensitive and personal issues
- Excellent communication skills (verbal and written)
- Ability to interpret and apply general principles
- Demonstrated ability to administer complex regulations
- Capacity for compassion/dispassion
- Excellent organizational skills
- Excellent conceptual skills
- Strong computer skills including ability to create and maintain databases, use spreadsheets and word processing to create professional reports
- Must have a valid “G” driver’s license
- 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)

RELATIONSHIPS / CONTACTS:

Supervised by: Assistant Vice-President, Students

Workers Supervised:

Direct

- Supervisor, Residence Services
- Supervisor, Residence Student Education
- Supervisor, Residence Life (2 positions)
- Supervisor, Residence Student Conduct (Contract)
- Residence Life & Admissions Coordinator

Indirect

- Residence Programming Coordinator
- Residence Clerks
- Student Dons & related positions

- Student Employees (part-time [academic year only]: 10 to 20 students; varies according to needs)

Internal Contacts:

- Staff, students, faculty

External Contacts:

- Media
- North Bay City and Ontario Provincial Police Services
- Legal Counsel
- VICCARS
- Prospective students
- Parents and Guardians
- Alumni
- Visitors
- Conference organizers
- Conference groups and guests
- Contracted Services
- Sales representatives
- Professional Associations including but not limited to: University/College Associations, Chamber of Commerce, Tourist Associations, etc.
- Local Business Community
- City of North Bay
- North Bay Transit
- North Bay Fire Department
- North Bay Emergency Medical Services
- North Bay Regional Mental Health Services
- Other Universities and Colleges

Communication/Relationships would entail information, consultation, partnerships, 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 UTILIZED:

- Nipissing University Policy & Procedures
- Nipissing University Code of Student Rights & Responsibility
- Nipissing University Residence Community Living Standards
- Nipissing University Residence Contract - Conditions of Accepting a Room in Residence
- OPSEU Collective Agreements
- Datatel Software System (Finance and Residence modules)
- Computer (Microsoft Office, e-mail)
- eRezLife
- General Office equipment

PHYSICAL / MENTAL DEMANDS & WORKING CONDITIONS:

- Intense visual/listening concentration

- Shifting priorities and last minute demands
- Continual interruptions
- Comfortable heated and cooled private office
- Variety of sitting, standing, walking, some climbing and lifting
- Dealing with difficult persons (disruptive students, parents, belligerent clients)
- Extensive evening and week-end work
- On-call seven days a week, 24 hours day
- 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)

Employee Signature

Date

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Approvals

Supervisor

Date

Human Resources

Date