

Nipissing University
POSITION DESCRIPTION

POSITION TITLE:	Supervisor, Residence Student Education
DEPARTMENT:	Residence Life
SALARY LEVEL:	Four (4)
CLASSIFICATION:	Full-Time Administration
SUPERVISOR:	Manager, Residence Life

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 & RESPONSIBILITIES:

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, Residence Curriculum and any Living-Learning Communities
- Develop and assess intentional learning outcomes for Residence Curriculum 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 Residence Curricula in alignment with the departmental mission and values, and institutional goals
- Research resource information for the ongoing development and assessment of educational materials and best practices for student learning in residence
- 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
- Provide support/oversight to the Residence Programming Coordinator in the acquisition of resources and materials utilized toward Residence education initiatives
- Support the development and facilitation of large-scale residence-wide initiatives and programs
- 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
- Follow Risk Management protocol and approve activities proposed by the Residents' Council
- Follow Risk Management protocol and approve activities proposed by the Residence student staff
- Support the advertisement of inter-residence programming through the Residence social media and other modes of advertisement as required

Student Employee Selection & Education

(40%)

- Coordinate all selection and training processes for student employees and volunteers in the department including Residence Life Community Assistants, Academic Dons, On-Call Dons, Residents' Council Executives, Floor/Section Representatives, 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
- Develop and implement promotional materials for the recruitment of all student employment and volunteer positions
- Develop, with the Manager, selection and hiring processes in alignment with Nipissing University employment policies
- 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
- Develop, implement, and evaluate assessment tools to be used in all student staff and volunteer hiring processes
- Provide training to those supporting interview processes for all student employment and volunteer hiring and selection
- Assist in the tracking of assessments and scoring materials related to student staff and volunteer hiring and selection processes

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-centered 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
- Create educational plans and outcomes for all student staff and volunteer training sessions
- Assist in the creation of assessments for all student staff and volunteer training sessions
- Coordinate all Pre-Service, August, In-Service, and Winter Training for Community Assistants, Academic Dons, Residence Dons, and On-Call Dons
- In collaboration with the Residence Programming Coordinator, support the development and implementation of August, In-Service, and Winter Residents' Council Trainings
- Use platforms to develop and maintain student staff reflections and job evaluations
- 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

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, weekly one-on-one meetings, 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 for all professional and student employees under their purview, 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 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.)

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
- Collect, organize, and report on data pertaining to the student life cycle and residence student experience
- 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 meet standards as set out in the poster policy
- Participate in student recruitment events as required
- Collaborate with Student Recruitment representatives to provide a coordinated effort toward the tour program
- Lead and assist with all student employee selection processes
- Assist with fall move-in of students

Any other duties as assigned by supervisor

QUALIFICATIONS:

Education: Bachelor of Education or other relevant university degree

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

Training, Experience, Knowledge & Skills Required:

- 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
- 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
- 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: Manager, Residence Life

Workers supervised:

- Residence Programing Coordinator
- Residence Programming Assistant (student employee)

Internal Contacts:

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

External Contacts:

- 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

Materials 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)
- Qualtrics
- Ellucian

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Seasonal peaks and an annual cycle
- Some intense visual/listening concentration
- Variety of sitting, standing, walking, some climbing

- Comfortable heated and cooled private office
- Participate in an on-call rotation - 24 hours a day, 7 days a week for 12 months of the year
- Limited travel (geographically separated complexes)
- Extensive evening and week-end work (August to April annually)

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

Director, Human Resources

Date