

**Nipissing University
Position Description**

POSITION TITLE:	Supervisor, Residence Life
DEPARTMENT:	Residence Life
SALARY LEVEL:	SL 4
EMPLOYMENT DEFINITION:	Contract – April 30, 2027
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 within 2 residence complexes of approximately 300-625 students. The Supervisor, Residence Life oversees the day-to-day 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:

RESIDENCE LIFE (55%)

Student Life

- Administer the day to day administration operations of 2 residence complexes (300-625 students) in conjunction with the Supervisor, Residence Services and Supervisor, 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

(30%)

- Responsible for evaluating, and supervising of a team of 9-20 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

(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
- Assist in the room assignments process as required by the Residence Life & Admissions Coordinator
- Approve and coordinate 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 on call coverage year-round. Participation in a rotating 24-hour professional staff on-call system (shared rotation typically every fourth week)
- 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

Any other duties as assigned.

QUALIFICATIONS:

Education: Relevant University degree

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
- Understanding of fair and equitable hiring practices
- Must have a valid "G" driver's license

- 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
- 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, belligerent clients/parents/guardians
- Stressful situations (discipline, responding to emergency calls)
- Intense visual/listening concentration
- Variety of sitting, standing, walking, some 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