Please read "Guide to Preparing Job Descriptions" before completing this form.

A. IDENTIFICATION

Position Title: Residence Life Coordinator
Name of Employee:
Department: Residence Life
Position Reports To (Title): Associate Director, Residence Life (ADRL)
Description Prepared by: Date: May 3, 2011

B. POSITION SUMMARY

Briefly describe the primary function and purpose of the position in one or two sentences.

The Residence Life Coordinator (RLC) is responsible for developing and maintaining a positive living-learning environment for residence students that promotes academic and personal development. The position collaborates with various internal and external campus departments to ensure the safety, security, and comfort of all residence properties. S/he supervises and coordinates the work of a large number of student residence life staff in the delivery of a comprehensive residence life program. The position responds and manages crisis and disciplinary situations in the residences as a part of an on-call rotation. The incumbent maintains a presence on campus during non-business hours, weekends and holidays.

This position requires a combination of established office hours and evening, weekend and holiday coverage. A furnished apartment with high-speed internet, cable, and phone line is provided, as well as a Residence parking spot.

C. DUTIES AND RESPONSIBILITIES

Starting with those you consider the most important, list and describe the main duties and responsibilities of the position. For each item start with an action verb and briefly describe WHAT is done, HOW it is done and WHY it is done.

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Staff Development, Supervision, and Recognition/Support

The three RLC positions supervise a team of over 70 student staff in the day-to-day duties and activities of the department.

Conducts regular meetings and staff training in order to assess and address community issues and needs. Coordinates and supervises the organization of community-wide events and monitors staff programming requirements.

Regularly attends Community Advisors (CA) programs. Advises Area Coordinators (AC) on the goals and objectives of residence programming, and supports the AC’s monitoring of CA performance and programming.

Coordinates AC and CA roles and responsibilities in relation to move-out and move-in days in collaboration with the Residence Life Information Assistant.

Conducts annual performance evaluation for all ACs and CAs. Creates, implements, and administers the evaluation process and ongoing performance management.

Working with the Manager, the RLC promotes, plans and facilitates the recruitment process for new and returning ACs and CAs. Conducts selection committee interviews, makes selection decisions and assists in the planning and facilitation of group interviews.

Working with the Manager, the RLC assists in the design and implementation of regular student staff training sessions. Identifies, coordinates and delivers professional development training for student staff.

Communication/Community Development

Liaises and coordinates with other University departments including Security Services, the Health Counselling Services, Emergency Volunteer Team, Facilities Management, Student Development, Food Services, Environmental Health and Safety and SFU International. Participates in University committees as a representative of Residence Life.

Develops, implements, and delivers a community development program within residence properties that promotes and supports the academic and personal endeavors of residents. Through collaboration with internal and external campus partner programs, promotes and delivers enrichment activities and opportunities for residents.

Maintains community demographic information and prepares annual reports.
Discipline/Community Standards and On Call Work

Participates in an on call rotation system of 24 hours a day, 7 days a week. S/he will be available at all times, will carry an on call cell phone, and will be no farther than 20 minutes away from residence at any point during the on-call shift. While on call the RLC is responsible for maintaining the safety and security of the property and all residents.

The RLC position will serve as the afterhours agent of the Department Residence and Housing in the approval of afterhours expenditures, assessing and managing departmental risk, and coordinating emergency response protocols. The RLC serves as a liaison with internal and external emergency response teams (RCMP, Ambulance, SFU Security, etc).

Responds and manages any crisis/emergency situation in residence including: mental health, child abuse/neglect, drug use/misuse, sexual and physical assaults, medical emergencies, safety and security concerns, and natural disasters. Develops and implements critical incident response plan that maintains the safety of residents, mitigates institutional risk, and informs appropriate university personnel as necessary.

Assists the ADRL in the development, implementation and maintenance of the Residence Contract and specifically the Community Standards Program.

Assesses and investigates campus incidents in accordance to departmental policy and adjudicates the discipline case accordingly. Works with individuals and groups to resolve conflicts and crises.

Conducts student conduct investigations and meetings with students regarding contract violations such as damage, behavioural concerns, and personal well-being concerns, and decides appropriate and fair community sanctions in accordance with departmental policy.

Documents disciplinary process, by collecting and recording information, and maintaining records and StarRez data.

Trains and supervises Area Coordinators to complete lower level disciplinary meetings and documentation.

Meets regularly with Campus Security personnel to confer about current disciplinary and safety issues.

Ensures that the rights of the individual as well as the community are being upheld through the appropriate use of policy and procedures.
## Administration, Policy and Procedure Review and Formation

Assists in the administration of departmental literature such as: SFU Residence Contract, Alcohol and Party Policy, Function Responsibility Forms, Residence Community Standards, Room Switches, AC/CA Manuals, RLC Manuals, Job Descriptions, and so on. Reports issues falling outside existing policies to the supervisor and makes recommendations for resolution.

Participates as an active member of the Emergency Volunteer Team (EVT) in the response to on campus emergencies.

Approves and maintains position and program budgets. Approves and tracks CA and AC use of petty cash account. Responsible for the allocation and management of position program funds.

Maintain confidential behavioural and case management files for residents in accordance with institutional policy.

Responsible for the weekly review, recording and follow up of AC and CA log sheets. Oversees AC and CA on-call schedule.

Assists with the administration of move-in and move-out requirements. Supervises CA/AC team in completing room inspections and floor preparations.

Assists in maintaining the physical management of the residences by conducting regular rounds of the buildings and reporting deficiencies to the Manager, Residence Facilities.
D. DECISION MAKING

i) Give some typical examples of the most important decisions the incumbent is expected to make in carrying out the duties and responsibilities of the position. To what extent can the incumbent rely on established policies or advice from others in making these decisions?

- Implements community assessment and response protocols: student feedback forums, meeting with internal and external departments to develop community procedures, implement new programs and initiatives
- Performs general supervisory decisions such as: approval of petty cash expenses, evaluating staff performance, hiring student staff, allocating student and staff placement,
- Applies established policy when: performing disciplinary investigations, referring students of concern to appropriate resource, communicating with residents
- Makes crisis management decisions regarding: immediate intervention, referral to other on and off campus agencies, and activating emergency management protocols

ii) Give some examples of the types of decisions the incumbent would refer to his/her supervisor.

Examples of the types of decisions referred to the Associate Director, Residence Life are:

- Refers all performance concerns with recommendations for termination
- Refers all level 5 community standards violations that may result in eviction from residence
- Refers all serious student behavioural concerns, campus safety, and departmental risk according to established protocol
- Refers all decisions that have significant budgetary implications to the department

E. SUPERVISION EXERCISED

Indicate the number of employees for whom the position is responsible.

Number of employees reporting directly to the position: 5 (Student Staff - FPP4 positions)
Total number of employees for whom the position has direct responsibility: 67 (Student Staff - FPP4)

F. SUPERVISION RECEIVED

Describe the extent to which the supervisor determines the day to day work load of the position and assists in the completion of duties. Explain the nature of guidance received and how often work is checked or reviewed.

Works under general supervision and is highly independent.

G. UNUSUAL WORKING CONDITIONS

The incumbent will live in a university-provided apartment on campus and must be available on-call in the event of a crisis or emergency 24 hours a day, 7 days a week (divided by the three positions) that may result in requirement to attend throughout the night. Seasonally, the RLC may work long days in excess of 12 hours. S/he may experience moderate/high mental stress in response to crisis and emergencies.

H. ENTRANCE QUALIFICATIONS

What combination of experience, training and/or formal education do you believe is the minimum required to perform the duties of this position?

- Bachelor’s Degree and 2 years of residence life experience in a supervisory role or an equivalent combination of education, training and experience.
- Ability to work independently
- Excellent decision-making skill
- Excellent interpersonal, and oral and written communications skills.
- Excellent crisis management skill
- Excellent problem-solving and analytical skills.
- Excellent organizational skill.
- Ability to develop and deliver training programs
- Excellent supervisory and leadership skills
- Proficiency with word processing, database and spreadsheet applications (i.e., MS Word, MS Excel, Access, PageMaker, FileMaker).
- A satisfactory criminal records search.
- A valid driver's license

I. ORGANIZATIONAL RELATIONSHIPS

*Indicate in the appropriate blocks the title of the position to which this position reports and the titles of positions reporting directly to it. If more detail is required, add additional blocks.*

![Organizational Chart]

APPROVALS

Incumbent's Signature: ___________________________ Date: ___________________________

Supervisor's Signature: ___________________________ Date: ___________________________

Signature of Next Administrative Level: ___________________________ Date: ___________________________

*SHOULD YOU REQUIRE FURTHER ASSISTANCE IN COMPLETING THIS POSITION DESCRIPTION, PLEASE FEEL FREE TO REFER TO YOUR SUPERVISOR OR TO YOUR HUMAN RESOURCES ADVISOR.*