## Community Advisor: Job Description

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Department:</th>
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<tbody>
<tr>
<td>Community Advisor</td>
<td>Residence &amp; Housing – Residence Life</td>
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<tr>
<th>Position Reports to:</th>
<th>Salary:</th>
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<tbody>
<tr>
<td>Residence Life Coordinator</td>
<td>$4088 per term (paid bi-weekly throughout contract). Community Advisors living in the Towers receive additional $150 per term.</td>
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<tr>
<th>Dates of Appointment:</th>
<th>Hours Worked:</th>
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<tbody>
<tr>
<td>Summer: April 27th, 2020 to August 23rd, 2020</td>
<td>This position requires filling In-Night shifts on a rotating basis, supporting an assigned residence community and planning programs focused on community development. Hours will vary based on need throughout the semester.</td>
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<tr>
<td>Fall/Spring: August 24th, 2020 to April 26th, 2021</td>
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*end dates subject to change. For summer term will be confirmed by April 3rd, 2020. For Fall term, will be confirmed by October 16th, 2020.*

## POSITION SUMMARY

Reporting to the Residence Life Coordinator (RLC), the Community Advisor (CA) is a part time, live-in student leadership position within the department of Residence & Housing. This position is essential to the development of a positive community and learning experience for residents. As the primary support for residents the CA assists in the creation of a safe and welcoming environment for all community members. Working closely with the Residence Life Management Team (RLMT) they assist with resident’s academic and social transition to university life and manage issues within the community to ensure safety, security, and wellbeing of residents.

Working on a team of Community Advisors, with support and mentorship from the Area Coordinator (AC), and direct supervision from the RLC, the CA is responsible for offering opportunities and resources that address academic, personal, and social needs of the community. These opportunities are reflective of the Residence Community Development Plan; a curriculum document which outlines the intended community and learning experience for residence students. The CA also serves as a peer leader, communicating and upholding the Residence Community Standards, connecting residents to resources both on and off campus, and managing conflict and crisis situations. The foundation of the CA position is to develop a supportive community that is conducive to academic and personal growth while enhancing the overall experience of living in residence.

## DUTIES AND RESPONSIBILITIES

### Community Support

**Community Support includes:** Role Modeling, Strong Community Presence, Student Resource and Support. Community Advisors are peer leaders in the community and are expected to be professional and respectful of our diverse student population at all times.

- Models responsible community living by upholding all Residence and Housing and SFU policies, regulations, community standards, and expectations as outlined by the Residence Contract, Residence Handbook and the Residence Life Management Team (RLMT).
- Acts as a first point of contact and resource for students living in residence.
- Is highly visible, available, and accessible within their community. This includes being in their assigned community/area.
- Connects with residents in assigned living area, prioritizing the development of personal relationships through attending events, door-to-door visits, meetings, and other forms of communication.
- Is aware of community dynamics and addresses and mediates conflict in their community, referring up to their supervisor as needed.
- Works to ensure that residents in the community are promoting clean, safe, and welcoming shared spaces that all residents can enjoy.
- Acts in a respectful and professional manner in all interactions with students and staff.
- Respects and supports the diversity of the residence community by promoting a space that is inclusive to all persons regardless of race, gender identity, sexual orientation, religious affiliation, national heritage, and lived experiences.
- Follows the Freedom of Information and Protection of Privacy Act and maintains the principles of confidentiality.

### Community Engagement & Transition

**Community Engagement & Transition includes:** Residence orientation & transition, Community Development Plans, Programs and Events, Community Meetings, Move-in/Move-out, and Mid-Semester Room Inspections.

- Supports Residence & Housing with residence orientation and transition, as directed by the RLMT. This includes attending and running events and welcoming students to residence as a peer leader.
- Supports move-in and move-out periods in residence.
- Uses and follows the Community Development Plan to plan, promote, and implement community-based programs on a monthly basis, using the assigned Residence Life Budget to enhance the residence experience.
- Hosts house/community/section meetings as determined by the Community Development Plan and in consultation with the RLMT.
- Supports the Residence and Housing Department, Campus Partners, and Residence Hall Association sponsored events through promotion and attendance.
- Works with Residence Facilities to conduct mid-semester room inspections as directed by the Community Development Plan and/or the RLMT.

### Community Safety & Incident Response

**Community Safety & Incident Response includes:** the promotion of, response to, and maintenance of student safety and wellness in Residence. This will occur both during and outside of In Night shifts.

- Performs scheduled In Night shifts and In Night support duties as determined by the RLMT.
- Responds to emergency situations as appropriate and directed; informing the RLMT of issues arising from their community and residence at large in a timely manner. On occasion, this may occur outside of an In Night shift.
- Refers any issues that are beyond the expectations of the role or their ability to the RLMT as appropriate.
- Works with the RLMT and Campus Partners (e.g. Campus Security, Health & Counselling, Emergency Volunteer Team, etc.) to provide support for significant occurrences within the Residence community. In emergency situations (e.g. power outage, severe weather) this may occur outside of regular In Night duties and include the greater SFU community.
- Exercises sound and responsible judgement.
- Remains within assigned area during In Night shifts.
- Is aware of and able to respond appropriately when violations of University and Residence & Housing policies, procedures, guidelines, community standards, and Student Code of Conduct occur.
- Completes Incident Reports as required, and within 24 hours of an incident, and documents all incidents as they occur in the In Night log book.
- Submits maintenance requests as needed, including those required for common residence spaces within their assigned areas; reporting any existing facility conditions or misuse that is a violation of departmental policies (vandalism etc.).
- Prioritizes and immediately reports unsafe or hazardous conditions to the RLMT.

### Administrative & Other Duties

**Administrative and Other Duties includes:** Regular Meetings, Ongoing Communication, and Working with the Residence Life and Residence and Housing Department on various tasks.

- Attends Residence Life Staff Training, on-going training sessions, and training workshops as required.
- Responds to communication from the RLMT on a regular and timely basis (i.e. generally within 1-2 business days).
- Submits community reports as determined by the RLMT, as well as any other reports as requested.
- Participates in staff and one-on-one meetings. An example of this schedule is outlined below and is subject to change:
  - weekly meetings with the RLMT
  - bi-weekly one-on-one meetings with the RLC or as needed
- Assists with the recruitment, selection and hiring processes of student staff by assisting with information sessions, promotional campaigns, and group interviews/carousel process.
- Provides feedback to the Residence & Housing department (e.g. processes, procedures, structure, work-life balance).
- Works with the RLMT to ensure that the AC/CA workspaces are properly maintained.
- Performs other duties as assigned by the RLMT that are consistent with the nature and expectations of this job description.

**SUPERVISION RECEIVED & EXERCISED**

**Supervision Received**

Community Advisors are directly responsible to the RLC who provide regular support and assistance to the CA in the execution of their responsibilities. CAs are evaluated by their RLC throughout the term of their employment. In addition, CAs are supported by the entire RLMT.

The CA role provides the incumbent with experience in peer-support, listening, referrals, event planning, crisis response, intercultural communication, guided teamwork and collaboration, independent work, and resourceful problem solving.

**Supervision Exercised**

None; this position does not supervise other employees or students.

**UNUSUAL WORKING CONDITIONS**

This position is a live-in position with an assigned residence room. The CA acts as a resource to the students in their area and, as appropriate, the residence system as a whole. The CA works a combination of pre-determined and flexible hours which requires weekend and evening time commitments throughout the year.

The CA is responsible for balancing their academic, personal, and work commitments within the role. The CA attends Residence Life Staff Training prior to the start of the semester (this time period is included in the contract dates and attendance is mandatory).

The CA responds to various student concerns (as appropriate) which may include student drop-ins outside of scheduled In Night shifts. In addition to their regular duties, the CA takes part in a rotating In Night schedule present during evenings, weekends, and holidays. In Night shifts include acting as a front line staff member and responding to calls for assistance from the residence community. The CA is required to remain in residence until the scheduled end of their employment contract, unless otherwise authorized in advance by the RLC.

The CA is entitled to two weekends (2 consecutive days) and one long weekend (3 consecutive days) away from residence each semester. Absences greater than 24 hours must be submitted to their RLC at least one week in advance, and are subject to approval.
## ENTRANCE QUALIFICATIONS

- Passionate about contributing to an engaging residence community
- Demonstrated ability to exercise good judgment in high-risk situations
- Demonstrated leadership and critical thinking skills
- Ability to work both independently and cooperatively as part of a team
- Appreciation for, and understanding of, diversity, inclusion, and interculturalism
- Effective and respectful communication skills
- Ability to manage time effectively including all academic, personal, and work commitments
- Ability to exercise tact and diplomacy when administering university policies including maintaining confidentiality
- Ability to complete administrative tasks with an attention to detail and high degree of accuracy
- Ability to work flexible hours, including evenings, weekends, and holidays
- Previous experience in event planning an asset
- Must meet Residence & Housing eligibility requirements
- This position requires you to live within a pre-assigned room within Residence, and to meet all Residence & Housing fees and payment deadlines.
- Must have a minimum cumulative GPA of 2.5