Area Coordinator: Job Description

<table>
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<tr>
<th>Job Title:</th>
<th>Department:</th>
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<tbody>
<tr>
<td>Area Coordinator</td>
<td>Residence &amp; Housing – Residence Life</td>
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<th>Position Reports to:</th>
<th>Salary:</th>
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<tr>
<td>Residence Life Coordinator</td>
<td>$5088 per term (paid bi-weekly throughout contract). Area Coordinators 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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<td>Summer: April 26th - August 19th 2019</td>
<td>This position requires filling In Night Shifts on a rotating basis, supporting the RLC with, team meetings and team support, large scale programming, and managing low to mid-level conduct meetings during scheduled shifts. Hours will vary based on need throughout the semester.</td>
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<td>Fall/Spring: August 21st, 2019 - April 26th 2020</td>
<td>For summer term will be confirmed by April 5th, 2019. For Fall term, will be confirmed by October 18th, 2019.</td>
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**POSITION SUMMARY**

Reporting to the Residence Life Coordinator (RLC), the Area Coordinator (AC) 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. The AC provides a high level of support and guidance to the residence community and a team of Community Advisors. As a member of the Residence Life Team (RLT), the AC facilitates the creation of a safe and welcoming environment for all community members and assists with resident's academic and social transition to university life. Through the mentorship and support of a team of 4-10 CAs, the AC manages issues within the community to ensure the safety, security, and wellbeing of residents. In addition, the AC responds to after-hours incidents in a supportive capacity as part of an In night rotation, exercising sound judgment and problem solving skills, escalating calls to the Residence Life Management Team (RLMT) when necessary.

Working with the RLC, the AC uses strong mentorship and regularly scheduled shifts to facilitate skill development and teamwork within a CA team. The AC also supports CAs in areas of development and/or team conflict. As directed by the RLC, the AC manages low to mid-level conduct follow-up. The foundation of the AC position is to support the CA team and in turn, enhance the overall experience of living in residence for all students.

**DUTIES AND RESPONSIBILITIES**

**Team Support & Development**

- 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 RLMT.
- Is highly visible, available, and accessible within their community through regularly scheduled shifts.
- Has regular contact with the CAs in an assigned area, prioritizing the development of personal and supportive professional relationships.
- Is aware of and responds to individual staff, student, and/or team needs within an assigned area.
- Is respectful and professional in all interactions with students, staff and community partners.
- Respects and supports the diversity of SFU’s 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.
- 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.
- Supports the Residence and Housing Department, Campus Partner, and Residence Hall Association sponsored events through promotion and attendance.
- Attends or facilitates weekly staff meetings, as determined by the RLMT.
- Attends one-on-one meetings as scheduled. An example of meetings that a AC would be scheduled to attend is outlined below and is subject to change:
- weekly meetings with the RLMT
- bi-weekly one-on-ones with their supervisor
- monthly meeting with Coordinator, Residence Orientation and Community Development
- Supports CAs through coaching and mentorship with their CA job requirements. Completed with direction from the supervising RLC and the RLMT team.
- Is aware of team and community dynamics and addresses and mediates conflict in a timely manner, referring up to their supervisor as needed.
- Follows the Freedom of Information and Protection of Privacy Act, and maintains the principles of confidentiality.

### Community Safety, Incident Response, & Incident Follow Up
- Participates in the AC In Night and In Night support duties on a regular basis.
- Coordinates, posts, and shares assigned area In Night Shift schedules.
- Supports CA staff and/or 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 to RLMT.
- Supports CA staff following critical incidents as needed.
- 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.
- Is aware of and responds appropriately when violations of University and Residence & Housing policies, procedures, guidelines, community standards, and Student Code of Conduct occur.
- Exercises sound and responsible judgement.
- Remains within assigned area during In Night shifts.
- Completes Incident Reports as required, and within 24 hours of an incident. Documents all incidents as they occur through StarRez or as directed by RLMT.
- Assists with conduct management of the community by completing low to mid-level Community Standard investigations, conduct meetings and documentation, as directed by the RLMT.
- Works with Residence Facilities to conduct mid-semester room inspections, as directed by the Community Development Plan and/or the RLMT.
- 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
- Attends and assists with 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. within 1-2 business days).
- Assists with the recruitment, selection and hiring processes of incoming student staff by assisting with information sessions, promotional campaigns, and group interviews/carousel process.
- Supports community and departmental assessment efforts and provides ongoing feedback to the Residence & Housing department (e.g. processes, procedures, structure, work-life balance, etc.).
- Works to ensure that AC/CA workspaces are properly maintained.
- Performs other duties as assigned by the RLMT consistent with the nature and expectations of this job description.

### SUPERVISION RECEIVED & EXERCISED

#### Supervision Received
The Area Coordinator reports to the Residence Life Coordinator. The AC is evaluated throughout the term of their contract, which includes input from the RLMT.
The Area Coordinator also works under the guidance of the Coordinator, Residence Orientation and Community Development to implement large-scale programming. In addition, the AC is supported by the entire Residence Life Management Team (RLMT).

The AC role provides the incumbent with experience in leadership mentorship, peer-support, event planning, guided team work and collaboration, team development, intercultural communication, critical incident response and problem solving skills. The Area Coordinator is not directly responsible for any supervision or job performance issues within a team. The Area Coordinator does provide mentorship and guidance in an informal capacity to 4-10 student staff on an area team.

**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 AC acts as a resource to the students in their area, and as appropriate, the residence system as a whole. The AC works a combination of pre-determined and flexible hours, which requires weekend and evening time commitments throughout the year.

The AC is responsible for balancing their academic, personal, and work commitments within the role. The AC 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 AC responds to various student concerns (as appropriate) which may include drop-ins outside of scheduled In Night shifts. In addition to regular duties, the AC takes part in a rotating In Night schedule during evenings, weekends, and holidays. In Night shifts include acting as a support to CAs and responding to calls for assistance from the residence community. The AC is required to remain in residence until the scheduled end of their employment contract, unless otherwise authorized in advance by the RLMT.

The AC 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 the RLMT at least one week in advance, and are subject to approval.

**ENTRANCE QUALIFICATIONS**

- Previous SFU Residence & Housing, Residence Life experience, or similar leadership experience required
- Previous mentorship and leadership experience preferred
- Excellent crisis response and critical thinking skills
- Demonstrated ability to support a team of peers with a strong focus on mentorship
- Passionate about contributing to an engaging residence community
- Demonstrated ability to exercise good judgment in stressful and time sensitive situations and when completing case management / incident follow up
- 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 communicate and uphold University policies
- Ability to manage time effectively including all academic, personal, and work commitments
- Ability to exercise tact and diplomacy including maintaining confidentiality
- Ability to complete administrative tasks with attention to detail and a high degree of accuracy
- Ability to work flexible hours, including evenings, weekends, and holidays
- Must meet Residence & Housing eligibility requirements
- This position requires you to live in a pre-assigned room in residence and have the ability to meet all Residence & Housing fees and payment deadlines
- Minimum cumulative GPA of 2.5