

Wilfrid Laurier
University



Residence Life Don Job Description

The position of Don requires an individual who is self-motivated and who is capable of functioning both independently and within a group. A Don is someone who possesses strong leadership, interpersonal, and communication skills. This individual must be willing to commit their efforts to the enhancements of Residence Life through positive role modeling and dedication to the first year experience.

Under the direct supervision of the Residence Life Management Team, Residence Life Dons are expected to demonstrate a commitment to Residence Life by fostering community, providing residents with opportunities for individual growth, and working collaboratively within the Residence Life team. As a Don, you are part of a larger team. It is essential that you always respect the integrity of the team you represent.

Reports to: Residence Life Area Coordinator
Term: August 2012 to April 2013
Remuneration: Cost of a single room in residence, \$250 meal plan, \$804.00 stipend (subject to minor increase)
Type: Student Leadership Position
Positions Available: 117 positions available

ROLE:

- Foster a community atmosphere in residence that creates opportunity for personal growth, development and engaged learning
- Develop and facilitate programs that address the needs of the residence community while following the programming requirements of the Residence Life Office
- Facilitate and support a secure foundation for student transition into and success throughout university life
- Ensure that residence policies are upheld by responding to policy violations, safety concerns and emergencies as they arise
- Be a value-adding team member, represent the Residence Life program to the best of your ability, communicate openly and manage administrative duties
- Act as a role model of respect for self, others and the WLU community

RESPONSIBILITIES:

1. General Responsibilities

- Live in a WLU Residence building as assigned to serve primarily as a resource and support to students in your individual community and building as a whole
- **Be registered as a full-time student (3 courses per term) and maintain a minimum GPA of 5.00**
- Commit to being a Don as the primary out-of-class activity. Residence Life Area Coordinator must approve any additional co- or extra-curricular activities.
- Commit to the position of Residence Life Staff member beginning with Don's Training in August until the conclusion of final exams in April. This includes residing in residence until the completion of all final exams in December.

- Read and be familiar with the Residence Staff Manual, Residence Handbook, Programming Manual, and any other printed material distributed by the Residence Life Office.

2. Building Operations

- Communicate, work order, and follow-up on all facility concerns, damages, and maintenance problems to the Residence Life Facilities Coordinator.
- Manage a community to ensure that common spaces are clean and used appropriately; including kitchen, lounge and communal washroom(s).
- Promote building respect and pride. Encourage students to take responsibility for the building and the cleanliness and maintenance of the grounds.
- Promote building security and set clear expectations for personal and community safety.

3. Foster a community atmosphere in residence that creates opportunities for capacity building

- Help residents adjust to living with roommates and floor mates
- Initiate and mediate roommate conflict resolution as needed
- Establish, develop and maintain an open relationship with each member of the community by having regular and meaningful interactions with them
- Work cooperatively with residents to uphold the rights of all residents
- Encourage and support residents with respect to their involvement within residence and on campus
- Ensure that you are available, accessible and visible to residents in your community
- Coordinate and facilitate bi-weekly (minimum) community meetings

4. Develop and facilitate programs that address community needs and support the programming requirements of the Residence Life Office

- Facilitate the required number of programs within the programming model during both academic terms
- Consistently evaluate and assess the needs of your community while reflecting on past programs
- Adjust and adapt programming to the needs of your community where and when appropriate

5. Create and support a secure foundation for student transition into and success throughout university life

- Serve as a resource for information about programs and opportunities available on campus
- Encourage student involvement in the planning of programs/events and the many leadership opportunities on campus
- Understand and utilize available resources in order to support and assist residents in need
- Inform residents of all pertinent procedures (check in, check out, wristband policy, etc.)
- Regularly communicate all relevant information, policies and events to your community
- Assist residents proactively with their personal and group concerns within the limits of training and capability
- Inform the Residence Life Area Coordinator of problem areas in the building and any special needs or problems of individual residents

6. Ensure that residence policies are upheld by responding to policy violations and emergencies as they arise

- Have a deep and clear understanding of the Residential Services Handbook
- Respond to students who violate community standards and any other Residence or University policies. Address the student behaviour, address the impact on the residence community and document these incidents within 24 hours of their occurrence

- Maintain building safety and security within reasonable personal limits and respond to emergencies as required
- Ensure that all policy violations are addressed in a fair and consistent manner
- Carry out on-duty responsibilities including rounds, phone calls and inquiries from residents
- Approach all situations in a calm and level-headed manner
- Recognize when situations warrant a call for staff backup
- Understand how and when to request aid from ERT, Special Constable Services and other emergency response units (e.g. ambulance, fire department)
- Notify Residence Life Area Coordinator of all major incidents immediately

7. Be a value-adding team member, represent the Residence Life program to the best of your ability, communicate openly and manage administrative duties

- Attend and actively participate in all staff meetings
- Assume on-duty shifts according to the schedule. Fulfill all responsibilities while on duty as outlined by the Residence Life Area Coordinator
- Submit all documentation (e.g. log sheets, incident reports, injury reports, contact sheets, room check forms, etc.) within 24 hours of occurrence
- Work as a value-adding member in the team environment of Residence Life
- Maintain strict confidentiality about all job-related issues
- Act objectively and in the best interest of the Residence Life Program in all situations
- Communicate positively and directly with residents and staff while encouraging the same from others
- Be supportive of programs conducted by fellow staff members and be willing to help out when necessary
- Support physical resources staff and communicate their role to residents
- Respond to email, phone calls and voicemail daily
- Attend and actively participate in mandatory in-service training and development

8. Act as a role model of respect for self, others and the community

- Actively demonstrate healthy behaviours that support a well-rounded and successful student experience
- Actively demonstrate that academic success is a top priority in Residence Life
- Refrain from any behaviour that might undermine your position of leadership
- Respect the dignity and diversity of each resident and encourage the same from others
- Create an inclusive environment and promote a sense of belonging to the residence and campus community

CONTRACT PERIOD

The official contract period for Residence Life Staff commences at the beginning of Residence Life Staff Training in August and concludes 24 hours after the last scheduled exam in April. Residence Life Staff are also required to attend the Meet and Greet in March and Discover Donning in April. Following offers for employment in February, any behaviour that is in conflict with the expected conduct of Residence Life Staff members will result in an immediate review of the employment offer.

REMUNERATION

Remuneration for the position of Residence Life Don includes a stipend of \$402.00 per semester, in addition to the cost associated with the value of a single residence room. This remuneration will be paid in late December and early May.

In addition, Residence Life Dons will receive a stipend in the amount of \$320.00 for the academic school year to cover the cost of a phone including voicemail service. Residence Life Dons must have a

telephone with a local phone number, but are free to purchase phone services (landline or cellular) from any phone service provider of their preference. The stipend for phone service will be paid in two equal installments in the amount of \$160.00 in early September and late December.

ADDITIONAL

Other duties as assigned by the Residence Life Office.