

Residence Life Senior Don

2021-2022 DRAFT FOR POSTING

1. Job Description

Senior Dons are full time students in good academic standing, who have maintained a minimum 6.0 cumulative GPA. They are students with experience both living and working in a university residence, and with demonstrated leadership experience. As an ambassador for the department, the Senior Don will develop a community support system in the assigned area that promotes personal dignity, mutual respect, and consideration for others. As a positive role model and leader, the Senior Don will contribute to their residents' well-being by assisting students to deal effectively with academic, social, personal, and interpersonal concerns while taking on additional building-wide responsibilities and leadership opportunities. The Senior Don will work with Residence Dons and the RLC to help create and maintain a safe and secure residence environment that is supportive to a diverse community of residence students.

Further to managing a House within residence, the Senior Don acts as a resource, mentor, and role model for the student staff team on which they serve and will offer some assistance to the RLC. This position will assume additional responsibilities in the areas of project and administrative support, staff training, and team development. Furthermore, the Senior Don will uphold community standards and educate residence students on the University and Residence policies. Senior Dons are expected to be active participants in their residence and college communities and as role models, are expected to set a positive example by keeping their conduct in accordance with University and residence policies and procedures. Through their work in Residence Life, Dons advance the Division of Students' vision as 'Partners in Student Success'.

The Senior Don role provides an on-campus job opportunity for eligible York University undergraduate students. Senior Dons receive opportunities to work in a support role while developing valuable, relevant skills and work experience for the workplace. The role offers a learning and development opportunity for experiential on-the-job training, guidance and mentorship. Under the guidance of professional staff members (Residence Life Coordinators), Senior Dons will provide support to students living in residence.

This position requires a service-focused individual who treats members of the community with respect, values their time, strives for personal best, and, collaborates to improve service experiences for all.

Job Duration

Typically begins with a March/April orientation followed by summer online training then August training and continues through the academic year residence occupancy period. The job requires a commitment of approximately 15 hours per week.

Competencies

Through this role, a Residence Life Senior Don will have opportunities to develop and enhance specific skills in the following competencies:

1. Communication
2. Interpersonal Connections
3. Personal Success
4. Social Responsibility and Community Engagement
5. Knowledge Acquisition and Application

6. Critical Thinking and Problem Solving

Organizational Status

This position reports directly to a Residence Life Coordinator and works in cooperation with Housing Services and student service campus partners.

Work Performed – Basic Duties and Responsibilities

Administrative

1. Lives in the assigned residence building;
2. Assists with move-in/out and room/suite inspection procedures;
3. Submits monthly, term, and year-end written reports, as well as other required reports such as duty logs to the RLC in a timely fashion;
4. Follows up in an efficient and timely manner to requests from residence students, campus partners (Housing, Security, OSCR, etc.), and members of the Residence Life Leadership Team (RLLT);
5. In consultation with the RLC, develops a budget and manages the finances for any programs they are responsible for coordinating;
6. Coordinates the logistics, including request forms, booking facilities, equipment, and resources required for various programs assigned to them for implementation;
7. Understands their responsibilities as an employee under the Occupational Health and Safety Act and fosters a culture of health, safety, and wellness in residence;
8. Report all incidents to the RLC, via the online reporting system within established timelines;
9. Attends all scheduled meetings with Don team and RLC.
10. Reviews Program Logs and Porter Shift Reports in a timely manner;
11. Facilitates the preparation and distribution of the monthly Don-on-Duty schedules for their respective residence;
12. Attends and helps facilitate staff meetings with the RLC;

Planning/Policy/Residence Curriculum

1. Assists in development and maintenance of policies, procedures, and programs for residence living;
2. Initiates, organizes, promotes, and participates residence-specific activities;
3. Initiate house activities in consultation with the RLC, including working in collaboration with the Don, Leadership & Learning Opportunities (Don LLO) and/or Residence Council on events for the residence;
4. Organize, facilitate, and participate in Residence Curriculum activities to build community and support student transition and development (e.g., house meetings, learning conversations, educational and social programs);
5. Assists Dons in developing social program plans for the year including brainstorming, assistance with the coordinating of joint programs, setting a schedule for implementation, and providing coaching and support;
6. Provide leadership and support for building and campus-wide activities as required;
7. Participates in the creation of a programming agenda/calendar with other members of the Residence Life team;
8. Reads and is familiar with the Residence Handbook, Code of Student Rights and Responsibilities, Residence Emergency Procedures, and any other material distributed by the RLLT, and Housing that pertains to residence and Residence Life;

9. Acts as a positive role model by committing to and maintaining a level of conduct, which is an example of responsible behaviour, academic leadership, acceptance of diversity, and dedication to the betterment of the residence and University communities;
10. Participates in the organization and implementation of University recruitment and marketing initiatives (e.g., Fall Campus Day and Spring Open House);
11. Work collaboratively with campus partners (Housing, College, OSCR, Security, etc.) to help enforce the Undergraduate Residence Occupancy Agreement and assist with the communication, dissemination of information, and educating of residents with respect to important health, safety, and other policies and procedures of the university;
12. Manage the conduct of residence students and guests in accordance to the “Role of the Don” as detailed in the Code of Student Rights and Responsibilities and the Residence Handbook;
13. Supports the RLC in follow-up for student conduct including warning conversations and low-level determinations on minor residence incidents in accordance with the Code of Student Rights and Responsibilities and Residence Handbook;
14. Participate in conduct hearings when necessary.

Hiring/Training

1. Attends all training as specified throughout the job duration;
2. Attend and actively participate in Don Training and in-service training sessions as scheduled;
3. Takes an active role in planning and facilitating training;
4. Assists the RLLT with aspects of Residence Life Staff hiring, including creation and review of promotional materials, etc.;
5. Assist with the Residence Life staff selection and hiring process;
6. In conjunction with the RLC, provides support, guidance, and direction for the Dons and Night Porter teams;
7. Takes lead responsibility for ongoing team development and recognition in conjunction with the RLC;
8. Coaches Dons on job performance and refers concerns to the RLC;

College Relations

1. Participates in the organization of one collaborative event with the College Office and College Council per semester;
2. Communicates with members of the College Council, particularly the Council’s Residence Representative or equivalent to encourage community participation and engagement of residence students;
3. Attends and promotes orientation programming;
4. Attends college events (must include both college council and College Office events) each academic term in consultation with the RLC;
5. Promotes College and College Council activities as deemed appropriate by the RLC;
6. In conjunction with other members of the Residence Don team and RLC, creates a link between students, the College Office, and the College Council to encourage student involvement and awareness of college resources and support systems (or YUELI as appropriate).

Building Operations

1. Participate in a duty rotation in which Don on Duty (DOD) shifts are to be shared equally with the other Dons on a rotating basis;
2. While on duty, the Don must follow the DOD procedures including:
 - Document events during the evening, such as disturbances, and action taken (incident reports);

- Document calls for assistance, type of assistance required, and action taken (online reporting system);
 - Report all damages and maintenance problems (maintenance request form);
 - Take necessary remedial actions for urgent after-hours maintenance situations per standard operating procedures to mitigate health, safety and security risks (e.g., emergency clean-ups);
 - Perform regular rounds of the buildings (at least 2-3 rounds/night) and respond to calls in a timely manner;
 - Always remain in the building while on duty unless directed otherwise by RLLT;
3. Responsible for the proper use and storage of confidential lists, duty cell phone, duty keys, and other equipment;
 4. Takes necessary remedial actions for urgent after-hours maintenance situations per standard operating procedures to mitigate health, safety, and/or security risks (e.g., emergency clean-ups);
 5. Promote building security and expectations for personal and community safety by developing a relationship with the Night Porter Staff, Security Watch Officials, and Security Officials;
 6. Ensures students receive appropriate education and awareness regarding proper maintenance reporting procedures and protocols;
 7. Reports damages, vandalism, and persisting or escalating maintenance issues to the Housing Office and the RLC in accordance with standard operating procedures particularly when there are health, safety, and/or security risks to the building and/or its occupants;
 8. Ensures that student cleaning and recycling responsibilities are being followed and appropriate cleaning standards are met including common rooms and kitchens, and communal washrooms;
 9. Encourages students to take responsibility for the cleanliness and maintenance of the residence and grounds through the promotion of building respect and pride;
 10. Liaises with the Security Watch Official while on duty, responds to building concerns, and communicates issues to the RLC;
 11. Maintains open and frequent communication with Housing staff and responds to requests from Assignment Coordinators and Operations Supervisors/Manager within reasonable and expected timeframe;
 12. Assist with move-in/out, holiday closure and room/suite inspection procedures.

Leadership Development and Student Transition

1. Takes a proactive approach in building a community based on mutual respect, consideration and open-mindedness. Responds to community and/or behavioural concerns using a collaborative approach based on learning and personal responsibility;
2. Actively promotes student involvement and leadership opportunities in Residence, the College, and the greater campus community;
3. Facilitates roommate/suitemate contracts;
4. Facilitates start of academic year weekly transition programming with the assistance of the RLC and other Dons;
5. Communicates with students living in shared bedrooms and suites to maintain a clean and welcoming living environment for new arrivals especially where there have been longer term vacancies;
6. Works as a team player by focusing on consistency, communication, and support within the Residence Life Staff Team;
7. Maintains a strong presence and a high level of visibility and accountability to the students and Dons within their assigned area, recognizing the importance of being available during evenings and weekends;
8. Dons in YUELI communities will assist with move-in and host orientation sessions at the beginning of each YUELI term, usually every 8 weeks;

Liaison/Consulting/Peer Helping Tasks

1. Develops appropriate relationships with residents to ensure approachability and the creation of a cohesive community. Romantic/sexual relationships with residents are strongly discouraged and in some cases prohibited (e.g., students within the Floor/House);
2. Maintains contact on an ongoing basis with each of the students assigned to the Senior Don;
3. Communicates with other Dons, RLC, students, Housing, and the College on a regular basis;
4. Acts as a resource person to residence students for academic, personal, physical, or emotional difficulties they may be encountering and provides referrals to other campus/external partners (Security, SCD, Human Rights, OSCR, etc.) as appropriate;
5. In consultation with the RLC, mediates roommate conflicts;
6. Along with the RLC, provides coaching, support, and guidance for the Dons, DLLOs, and Night Porters (e.g., review, approve and provide feedback on programming logs and Porter reports);
7. Supports the Dons in dealing with concerns regarding residents and residence facilities, and refers to the RLC as appropriate;

Other duties (e.g., assistance with meal delivery for students in self-isolation) as assigned by the Residence Life Coordinator and/or Director, Residence Life.

2. Qualifications

Education and Experience

- Lives in a York University undergraduate residence
- Has previous Residence Life Don experience or equivalent
- Current York full-time, senior undergraduate or graduate student*, with a good academic record (a minimum 6.0** cumulative grade point average or better, we encourage applicants from diverse programs of study)
- A good understanding of student issues and concerns
- Valid CPR C/Standard First Aid certificate is required (training will be offered for those without a current certificate).
- Incumbents must also have completed a minimum of 18 credits** over the previous F/W session and commit to remain enrolled in a minimum of 18 credits while in residence.

*Graduate students must obtain approval from the Faculty of Graduate Studies and their own program before accepting a Don position.

**Considerations for extenuating circumstances are subject to the approval of the DRL

Skills and Qualifications

- Demonstrated effectiveness in program development, promotion, and coordination
- Event and activity planning experience
- Proven organizational skills, effective written and oral communication skills
- Responsible and detail oriented
- Ability to manage time effectively and to be self-directed
- Well-developed interpersonal skills and the ability to work well with others
- Strong interpersonal skills (mediation and conflict resolution)
- Ability to respond to emergencies in a calm and professional manner
- Good judgment

- Ability to work well both independently and as a member of a team
- Strong communication skills
- Ability to interact effectively with a diverse student community.
- Risk Assessment, budgetary and administrative background are assets.
- Willingness to work flexible hours
- Demonstrates, shares and lives our divisional values: Respect, Excellence, Innovation, Collaboration, Accountability, Care and Inclusion.

3. Personal and Professional Development

As part of your Residence Life experience, you will be asked to participate in Becoming YU – a program designed to support you in creating meaningful goals and objectives, recognize the value of your experiences, identify the leadership and career competencies you gain through these experiences and confidently articulate your skills and experiences, whether it's for a future job or further education opportunity. Throughout your experience you will have the opportunity to meet regularly with your RLC Coach to set goals and objectives, report and reflect on your progress and get valuable feedback.

4. Student Learning Components

Orientation, Training, and On-going Professional Development

- Senior Residence Dons will receive training in the following areas*:
 - Respect, Equity, Diversity, and Inclusion Tutorial; WHMIS Level 1; Residence specific topics; Health and Safety; AODA; Privacy and Confidentiality; Active Bystander training; Alcohol & Other Drugs; Bio-hazard; Budget Management; Community Development; Crisis Response; Diversity training; Technical programs such as eRezlife software; Emergency Response; Event planning; Facilitating meetings; Investigation and documentation; Mental Health; Code of Student Rights and Responsibilities; Safety and Security; Sexual Violence; Supporting International students; Time management; Coaching and Mentoring; Assessment; Giving a presentation; Managing gossip; Group dynamics; Professionalism, leadership, and trust; Skillful conversations; and Team Building and Recognition

*Training topics are subject to change.

Feedback, Ongoing Support, and Reflection

- The RLC will provide feedback to the Senior Don on an ongoing basis, highlighting challenges and successes

Networking and Mentorship Opportunities

- Opportunity to work alongside professional staff in Residence Life
- Opportunity to interact with students/residents with diverse backgrounds
- Opportunity to establish relationships with student services campus partners
- Opportunity to learn about the Residence Curriculum and build relationships with Residence staff
- Opportunity to learn about and participate in York activities and events
- Opportunity to serve as a role model to residents within residence

Contribution to York as a whole

- Opportunity to increase inclusion through education and active events focused on social justice topics
- Opportunity to strive for excellence in building a connected residence community