



## Department of Residence Life

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### ***Residence Life Coordinator*** Job Description

The Residence Life Coordinator (RLC) is an integral part of Residence Life at St. Francis Xavier University, where you will enjoy living in a vibrant community on Nova Scotia's beautiful East Coast. StFX is known for a highly engaged student experience. Through proactive and developmental mentorship, the RLC is ideally positioned to create a positive impact on this significant transitional period in students' lives. With over half of the undergraduate student population living in residence, wholistic student development and engagement are key features of the StFX residence experience.

With at least two years of experience living in residence and a strong history of mentorship and team development, the RLC leads their residence community and culture. The RLC leads and supports positive building culture through proactive mentorship, programming, interventions, and support for the Senior Community Advisor (SCA), Community Advisors (CAs), and residents of the building. Living on campus, the RLC is highly engaged in their community, and directly responsible for the residence experience by supporting student transition, wellness, personal development, safety, security, and community building.

Reporting to the Manager, Residences, the RLC is expected to maintain a strong presence and open approachability by being visible in their community and by modelling excellent communication and interpersonal skills for students and staff. Launching the year in a positive way is a priority objective for the StFX community and the RLC position is critical to this accomplishment by being present and visible particularly throughout the first term. As such, the required level of direct student engagement will be higher at key points in the cycle. Given this role's involvement in community life, extra considerations are built in for time off and personal wellness. There is also a large team of 7 RLCs who create a strong team dynamic, sharing in this unique community living experience.

This position will be offered as a three-year term.

## Duties and Responsibilities

### I. Community Building, Management, and Support:

The RLC is a developmental mentor for residence students and student leaders (SCAs, CAs and House Council) living in their specific residence. This means that they are the first step in a model of student care that provides wrap-around support for all students through collaboration with and referral to university supports and services. RLCs are expected to get to know the students living in their buildings. In doing so they will build early positive relationships that create the foundation for student orientation and that will support students' ongoing transition to university. They are also responsible for overseeing the development, organization, and implementation of programs and activities led by student leaders. The RLC is responsible for connecting with all students in meaningful ways and for fostering community connections that support student well-being. The RLC will:

- Build a positive and supportive work culture for the Residence Life Staff team.
- Know, demonstrate, and consistently communicate Residence Community Living Standards among their residents to promote a welcoming, inclusive environment while ensuring community safety for all residents.
- Maintain regular visibility, availability, and approachability within their assigned residence to anticipate and respond to student needs and issues.
- Use early alert/needs assessment data to proactively assess and address student needs in concordance with Residence Outreach Standards (under development)
- Provide residents with information and assistance for personal, academic, or related concerns and make appropriate referrals. Provide ongoing monitoring and support.
- Regularly share information above and below your role to provide support and effectively manage the residence community. This is especially important when the health and/or safety of an individual or the community may be at risk.
- Intervene to address conflict, critical incidents, or behavioural challenges within the community. Intervene as appropriate to restore the community or address needs. Take proactive measures that promote a culture of accountability to mitigate future behavioral issues
- Communicate important residence and/or campus-wide updates to students and your team of student leaders in a, consistent and timely manner.
- Mentor and offer advice to your team of student leaders to support their skill development.
- Coach your team of student leaders to develop strong interpersonal and communication skills such as supporting or modelling constructive conversations with students (or each other) regarding community management and development.

### II. Residence Leadership & Student Development

The RLC is responsible for the overall student development in residence. This is done in part by providing developmental mentorship for staff and students but also through student leadership and engagement opportunities in residence. This commonly looks like events and activities run by the residence team as well as the building's House Council. The

RLC will:

- Provide high level guidance, feedback, and mentorship to their residence building's House Council.
- Encourage students to engage and participate in residence programs and events, particularly with the residence curriculum.
- Work with the Residence Staff and House Council to continually create innovative opportunities for student engagement and leadership.

### III. Community Safety and Emergency On-Call

The RLC is expected to work within the residences to uphold safety as per the Residence Community Living Standards and the StFX Code of Conduct. To do this effectively, the RLC will build a foundation of positive relationships early in their students' interactions with StFX. This means connecting with students' pre-arrival and especially during the first month, allowing them to get to know their students well, to address issues early in the year and to respond to a range of diverse student needs. Participating in a 24/7 emergency on-call rotation is one of the RLC's responsibilities, working with the Residence Life Staff teams on in-nights to promote safety on busy nights (ex. Two Years Eve, Homecoming, Orientation Week, House Hockey Cups). Overall, the RLC On-Call provides after-hours support for Residence Staff and responds to emergency situations. The RLC will:

- Participate in a 24/7 emergency on-call rotation divided equally between the RLC team.
- Throughout the first term, especially the first 8 weeks, be present and engaged within the building, focusing on creating connections with students and mentoring Residence Life Staff in appropriate response protocols.
- Inform the Manager, Residences of any situations in residence that are difficult to manage, expose risk to the residence community &/or University or where incidents have the possibility to escalate.
- Never consume or be under the influence of alcohol or other substances during your scheduled on-call shift.
- Address and document incidents of potential violations of residence or university policies, including the StFX Community Code of Conduct, Residence Contract, Residence Community Living Standards, the Sexual Violence Response Policy, etc.
- Complete all documentation and reports in a timely manner.
- RLCs rotate on-call participation over the December holidays. Scheduling and participation in holiday duty to be decided upon with the team and the Manager, Residences.

### IV. Training, Team, and Administrative Duties

At StFX we view training as a significant opportunity to not only build the skills of our staff but to set a positive energy and tone for the full residence community, founded upon a positive team culture. The RLC is expected to be a champion for strong team development and to provide leadership during all training times, which include specific training before and during the academic year, as well as professional development that may occur during weekly team meetings.

- Foster a high-performance team with a culture of consistency, communication, and support by encouraging collaboration, idea sharing, team building, and a positive work environment in the residence. Monitors adherence to Residence Outreach, Program and Community Standards and performance of residence staff and volunteers (e.g., House Council) in accordance with those standards.
- Aids in the development and delivery of fall training followed by a booster at the end of September and early January.
- Schedules and facilitates weekly Residence Life Staff team meeting. Views weekly team meetings as an opportunity for information dissemination and staff development.
- Facilitate regular 1:1 meetings with their SCAs scheduled weekly;
- Facilitate regular 1:1 meetings with members of their CA team scheduled monthly;
- Connect with Residence staff on any issues, concerns or events impacting team dynamics and complete the appropriate follow-up and documentation.
- Assist with the organization, preparation and delivery of programs and services related to Residence Move-In/Move-Out/ Residence Orientation;
- Maintain a consistent presence during all designated Residence Move-In/Move-Out Residence Orientation days as scheduled by University Housing; and,

Complete administrative tasks including e-mail response, end of night reports, occurrence reports, Student Interaction Reports, Facilities Management (FM) requests, weekly log reviews, and resident of concern documentation in a detailed and timely manner as directed by the Manager, Residences.

## V. Skills Required

The RLC role is multi-faceted and requires an ongoing commitment to learning and development. Through ongoing training and mentorship successful candidates will develop the following skills:

- Strong interpersonal skills and a high degree of approachability and empathy.
- Excellent intercultural communication skills and a demonstrated ability to work positively in diverse communities.
- Ability to provide motivation and act as a role model.
- Demonstrated leadership, mentorship and coaching skills.
- Ability to work both independently and collaboratively as part of a team.
- Strong critical thinking skills and ability to make decisions under pressure.
- Understanding the importance of community engagement and accountability.
- Ability to maintain confidentiality in accordance with freedom of information and protection of privacy (FOIPOP) regulations, and deal with sensitive issues with tact and diplomacy.

## VI. Hours & Availability

The RLC role is a key leadership role on campus and, as such, the position is as much a lifestyle as it is a job. The reality of the RLC position is that work can be unpredictable, and hours may shift. RLCs must be flexible and understanding of change. Below are a few highlights pertaining to hours and availability in the role.

- RLCs are expected to make every effort to be on campus four weeks following the date of offer. Individual circumstances preventing this must be discussed with the Manager, Residences. The RLC represents Residence Life and the institution at all times. They are expected to be regularly present in the community, participate in on-call shifts, and to regularly attend meetings and events.
- The RLC may be asked to assist with other tasks in the residence in the service of student support, distribution of communications, housing and facilities maintenance, or other tasks as they emerge during the term.
- The RLC should expect to be available and present to assist with busy nights and weekends, especially high-profile times such as Welcome Week, Homecoming, X-Ring, House Hockey Cups, St. Patrick's Day, 2 Years' Eve, last class bash, etc. Time off for any high-profile dates and events must be approved by the Manager, Residences in advance.

## VII. Conditions Of Employment

The following are the conditions of employment for the RLC position. The RLC must:

- Have a minimum bachelor's degree with at least 2 years of residence living experience or related community living experience.
- Commitment to personal growth and professional development through conference and/or provided training attendance and participation.
- Have valid certification in Emergency First Aid Training with CPR/AED Level C or higher for the duration of the contract.
- Mental Health First Aid training and experiencing addressing mental health crisis' considered an asset.
- Must obtain an up-to-date criminal record check.
- Live in partners of RLC must also provide up to date criminal record check, confidentiality waiver and statement of adherence to University policies and residence standards
- Must be fully available for in-person on-boarding and training by early July. Specific dates to be outlined in the offer letter to the successful candidate(s). Must be eligible to work in Canada

## VIII. Compensation and Context of Work

This position is in salary Band C (\$44,831 – 54,762) and includes subsidization of a furnished residential suite that provides a private kitchen, bath, 1 bedroom, living space, access to free laundry and parking. Part of what makes this role exciting is the vibrancy of living on campus.

You will not only be part of your building's community, but also that of the University and of Antigonish.

[Antigonish County](#) is an outdoor haven where others come to vacation; and StFX is centrally located to enjoy activities in every season.

Other benefits include:

- Meal Plan which includes 5 meals a week to be used during the academic year plus \$2000 in Declining Cash Balance that can be used all year long. RLCs are encouraged to eat in the meal hall as a way to remain connected with students.
- Due to the live in nature of the role pets will be considered on a case-by-case basis and approved by the Manager, Residences.
- Free parking on campus (A \$300 value)
- All RLCs will be provided with a work phone
- StFX Athletics pass granting the RLCs access to ticketed sporting events.
- Subsidized membership to all StFX Athletics and Recreation facilities including the Saputo Centre pool and the state-of-the-art Keating Centre.
- StFX employees may be eligible for to enroll in course work or programs without paying some or all of the tuition fee.