



“Schedule A”

## Campus Living Centres Inc. Job Description

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Job Title: Resident Advisor  
Classification: Contract  
Property: Algonquin College Residence  
Location: Ottawa

### 1. Reporting Relationships

Position Reports to: Residence Life Coordinator/Manager, General Manager  
Positions Supervised: N/A  
Upward Interactions: Residence Life Coordinator/Manager, Residence Services Manager, General Manager, Director, Residence Operations

### 2. Position Summary and Job Magnitude

The Resident Advisor (RA) is a hired student leader who is expected to act as a role model, mentor, resource, and support to students living residence. The primary objective of the RA as part of the Residence Life Department is to foster a community environment that eases the student transition into college/university, and supports the personal and academic success of residence students. The RA will live in an assigned residence room and be responsible for facilitating social and educational programs while creating a safe, respectful environment through the enforcement of the Residence Community Living Standards.

### 3. Essential Functions and Basic Duties

#### General Responsibilities

- RAs are expected to give the responsibilities of the position priority over all other activities except those which pertain to their academic success.
- RAs may be required to work between 8-16 hours per week.
- Wear the RA uniform as directed.
- Read, understand, and model the expectations of student behaviour detailed in the Resident Advisor Conditional Offer of Employment, the Student Resident Agreement (SRA), the Residence Handbook, the Residence Community Living Standards (RCLS), and associated residence and college/university handbooks, policies and procedures.
- Be visible, approachable, and accessible during scheduled shifts and associated duties.
- Serve as a positive role model for others at all times; behaving in a manner that exemplifies the values of the residence and college/university community, maintaining high standards of personal conduct, and understanding that intimate personal relations with Residents are unwise.
- Attend all scheduled meetings, including but not limited to:
  - A one-hour weekly staff meeting; and



- Regular individual reporting meetings with the Residence Life Coordinator (or designate).
- Attend all scheduled training sessions, including but not limited to:
  - Pre-service orientation and information sessions (1-2 days in April);
  - Residence Life Staff Property Training Program (1-2 weeks in August);
  - Residence Life Staff Training Conference (1 week in August); and
  - In-service training sessions (1-2 hours/month and 1 day in January).
- Remain in the residence during scheduled shifts and/or while 'on duty.'
- Complete all other duties as required by Residence Management.

### **Programming/Community Development**

- Work with the Residence Life Coordinator (or designate) to assess community needs and to develop monthly programming which attempts to address the needs identified.
- Plan, implement, and evaluate a minimum of one social program and one educational program per month. This number may increase at the discretion of the Residence Life Coordinator (or designate).
- Maintain and update the assigned bulletin board(s), if applicable.
- Advise all staff and students about planned activities through individual and group meetings.
- Encourage all residents to become involved in floor, residence, and campus activities.
- Hold a floor meeting once per month designed for discussing community concerns, planned activities, and other issues outlined by the Residence Life Coordinator (or designate).

### **Administration**

- Complete all assigned administrative tasks, including but not limited to: incident reports, person of concern reports, programming logs, program evaluations, waivers, on-call shift reports, maintenance work orders, etc.

### **Student Support/Safety in Residence**

- Respond to questions and concerns raised by the community in a timely and responsible manner.
- Assist with the resolution of conflicts in the community, such as roommate conflicts.
- Assist residents with personal, social and academic concerns and refer residents to appropriate resources as required.
- Respond to and provide assistance during residence emergencies or student crises.
- Maintain the highest level of confidentiality in regards to resident issues.

### **Networking/Relationship Building**

- Work in co-operation with other staff including but not limited to: the Residence Life Manager (RLM), the General Manager (GM), the Operations Manager (OM), Residence Service Representatives (RSR), other residence and college staff, student leadership groups and community partners.
- Serve as a liaison between the Residence Staff, Residence Council, the college/university, and students.

### **Crisis and Emergency Response**

- Report any and all incidents, that in any way concern the Residence that become your knowledge, to a member of the Residence Management Team in a timely manner (incidents include, but are not limited to, Ambulance, Police, or Fire officials being called to the residence, any breaches of residence rules or illegal acts in residence).

## Health & Safety

- Works in compliance with the provisions of the OHSA, regulations and internal policies and procedures and reports any contraventions to their supervisor.
- Uses or wears the equipment, protective devices or clothing that Campus Living Centres requires.
- Reports to the appropriate supervisor(s) any hazards, missing or defective equipment or protective device which could endanger any person.
- Does not engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.
- Reports any risks or potential risks of violence or harassment encountered in the workplace immediately to supervisor.
- Knows, understands and implements safe work practices and procedures and employs established rules and procedures for handling materials, equipment and processes (e.g., reporting unlabelled containers, using proper lifting techniques, etc.).
- Requests that worn out or defective equipment be replaced, when appropriate;
- Uses equipment and materials only in the manner intended.
- Reports any injuries, incidents and unusual conditions immediately to supervisor.
- Inspects the work area and equipment daily and reports any hazards immediately to supervisor.
- Attends all required health and safety training programs (e.g. WHMIS, orientation), and applies knowledge to daily operating procedures at Campus Living Centres.

## 4. Performance Measurements

### Performance Measurements

Performance will be primarily measured on the following factors:

- Initiative
- Inter-Personal Skills
- Customer Service
- Reliability
- Skill & Knowledge
- Quality of Desired Results
- Adaptability & Flexibility
- Organizing & Planning
- Overall Performance



## 5. Qualifications

Education:	Must be currently enrolled as a full-time student at the institution where the candidate will be working. Must maintain a minimum GPA of 65% throughout the duration of their employment.
Skills/Abilities:	Must possess superior verbal communication skills. Must possess above average customer service skills. Must possess superior attitude towards learning. Must be able to handle multiple projects at once. A passion for leadership; excellent communication skills; positive attitude; team player. Demonstrated positive contribution to the residence community (and a clean student conduct record).
Experience Required:	Previous leadership experience is an asset. Prior to the commencement of the term of the contract, each RA candidate must complete the following: <ul style="list-style-type: none"><li>• Independent completion of ‘Standard First Aid’ &amp; CPR Level “C” (must be valid for the duration of the contract term);</li><li>• Valid Criminal Record Check (will be conducted by Residence Management for successful candidates only);</li></ul>

## 6. Working Conditions

Hours per Week:	8 to 16 hours per week
Indoor/Outdoor:	Indoor
Level of Interruption:	High level of interruption
Stress Level:	Moderate overall stress level
Travel Outside of Location:	Rare