

Job Description

Job Title:	Manager, Residence Learning
Department:	Housing and Residences
Reports To:	Assistant Director, Student Development and Residence Experience
Jobs Reporting:	Co-ordinator, Residence Learning (3)
Salary Grade:	USG 9
Effective Date:	January 2020

Primary Purpose

The Manager, Residence Learning is accountable to the Director, Student Development and Residence Experience for the strategic development, implementation, management and assessment of learning initiatives in residence including student development programs, student success and support initiatives, residence curriculum, and academic/educational content across all residence communities. The incumbent is responsible for developing key partnerships with Housing, Faculty and Student Services stakeholders in order to accomplish the above. Collaborative working relationships with academic and service-oriented areas on campus will allow the Manager to oversee effective creation, implementation and assessment of holistic and integrated co- and extra-curricular learning opportunities for students, such as living-learning programs and student success initiatives. These programs will vary widely in scope and goal, ranging from tutoring sessions in residence to fully integrated theme/academic cluster living and service-learning opportunities. Some examples include academic cluster programs, integration with course content via projects and application of material learned in the classroom, and experience-focused learning opportunities such as entrepreneurship programming.

The Manager, Residence Learning is part of an interdependent and collaborative team committed to integrating the student voice and connecting research and evaluation to our practice in order to continuously build on our understanding of our students' wants and needs and on our knowledge of how living environments contribute to student success. Our curricular approach facilitates the design and delivery of experiences and services so that students achieve priority developmental and educational outcomes.

Key Accountabilities

Program and Curriculum Design and Delivery

- Initiates and implements programs, services, resources, and communications to encourage student learning, success and engagement.
- Decides upon, and leads the design and delivery of programs and services so that students achieve priority developmental and educational outcomes. Curriculum development focuses on the first-year student experience, the upper-year experience, and the graduate student experience in residence.
- Develops and implements mechanisms to identify and support students in academic jeopardy.
- Creates a comprehensive strategy involving peer mentoring, peer support, and peer intervention via Residence Learning student-staff roles, Residence Life student-staff roles, and integration with centralized efforts in the Faculties and Student Success Office.
- Creates an engaging and transparent culture with residents. This includes building positive relationships between students and Housing staff and leading initiatives to integrate the student voice into all of our work.

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- Works closely with the Student Development Management Team, creates and implements intentional plans for orientation, programming and community development in each residence area, that foster student learning and engagement in opportunities to support academic success and learning outside the classroom.
- Prepares and supervises budgets and authorizes project and event expenditures associated with various programs

Leadership

- Manages a team of staff and student employees, providing excellent leadership, training and development to promote professional growth, and role models the execution of strategic actions valued by the department.
- Creates and maintains positive working relationships by establishing a clear set of reasonable and mutually agreed upon expectations, effectively measures and evaluates staff performance, and provides feedback.
- Works collaboratively with all areas within the Department of Housing and Residences to create an integrated and engaging student experience. This includes, but is not limited to full partnership and integration with Residence Life, Residence Services, Research & Evaluation, and Graduate & Student Family Housing, collaboration and direction on student admissions placement and marketing strategies, creation and use of information systems and technology, and the use and development of facilities and spaces that support student success and engagement.

Build and Maintain Strategic Relationships

- Proactively generates and promotes opportunities for 'outside the classroom learning' with faculty, staff, students and other campus partners to foster an environment in residence which aligns with the priorities and curriculum-based learning outcomes of each faculty and enhances students' learning where they live.
- Establishes a clear set of reasonable and mutually agreed upon expectations with stakeholders, a clear definition of roles and responsibilities, and regular feedback and assessment of initiatives. In part this is done through the development and management of written memorandums of understanding with each partner, ensuring that these are updated and re-signed regularly.
- Collaborates and works closely with other managers in the business unit and across Housing, to ensure direction and delivery of the student experience on behalf of the Residence Learning portfolio is aligning with the direction and delivery of the student experience through other functional areas (e.g. Residence Life, Residence Services, Cleaning Services, etc).
- Represents Housing by engaging with relevant associations and groups that may include, CACUSS, OACUHO, ACUHO-I, ACPA, and NASPA.

Research and Evaluation

- Measures achievement in all areas of responsibility, and provides written and oral presentation of results regularly to faculty and staff partners, and annually to the Department for use in decision-making.
- Researches trends, issues and best practices in residence education and student development in Canada and the United States, ensuring regular reviews and assessment of practices and processes are conducted and recommendations generated.
- Advances Campus Housing's priority goals of investigating how living environments contribute to student success and understanding the wants and needs of Waterloo students, by identifying research opportunities and setting SDRE unit-wide evaluation objectives.
- Collaborate with Campus Housing partners to integrate research and evaluation into policy, programs, and practice.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety*

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training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.

Required Qualifications

Education <ul style="list-style-type: none">• University degree required; graduate degree or equivalent experience in a student development related field (e.g. campus housing, leadership, student affairs) strongly preferred.
Experience <ul style="list-style-type: none">• 5 years' progressive management experience in Residence Life and/or Residence Learning programs, with demonstrated ability to influence and motivate others.• Demonstrated experience developing and delivering integrated programs, performance indicators and assessment methods for the purpose of building a residence community that is based on mutual respect and the ability to educate
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Working knowledge of current research and best practices in student development theory and residence life.• Demonstrated ability to use and interpret data to make decisions, and communicate results effectively to various stakeholders• Demonstrated ability to work collaboratively, build consensus and be sensitive to the needs and interests of various stakeholders, and contribute to the functioning of a diverse team both within the department and across the institution.• Strong written and oral communication and presentation skills. Able to effectively communicate with diverse teams, stakeholder groups, and students in a respectful and professional manner.• High emotional intelligence is a must; able to build trust, able to identify, empathize with, and work towards resolving conflicting viewpoints and motivations.• Highly collaborative, adaptable and a strong active listener• Positive, energetic, and student-focused• Ability to take initiative and to identify opportunities for innovation• Familiarity with blended learning technologies: e.g. e-learning (e-tutoring, e-mentoring, e-portfolios)• Familiarity with student behavior and conduct management in a residential environment is an asset• Financial acumen, with the ability to prepare and supervise budgets and authorize project and event expenditures• An understanding of and willingness to engage in assessment and on-going program evaluation as a central component of strategic planning and program development to ensure student engagement, satisfaction and learning outcomes.

Nature and Scope

- **Contacts:** Primarily interacts with Housing and Residences staff (managers and coordinators) and student staff with operational responsibilities. Also expected to build relationships with campus partners e.g. Professors, Associate Deans and Academic Department Heads, heads of Academic support Departments (i.e. Student Success Office, Centre for Teaching Excellence, Health Services, Counselling Services, Waterloo International, Writing Centre), Residence Directors of the Affiliated and Federated Institutions of Waterloo, and the Waterloo Undergraduate Student Association executive. Competencies include strategic and critical thinking, people management, facilitation, interpersonal, organizational and communication skills, and the ability to inspire integrity.
- **Level of Responsibility:** This position is responsible for the strategic development, implementation, management and assessment of learning initiatives in residence. The Manager, Residence Learning is responsible for developing key partnerships with Housing, Faculty, and Student Services stakeholders.

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This position provides leadership, coaching and support to the Residence Learning management team, and to the Student Development management team in Housing.

- **Decision-Making Authority:** The Manager, Residence Learning performs their duties conscientiously and responsibly, adheres to high personal standards of behaviour with students, colleagues, members of the University community and clients of the University, and in a manner consistent with the ethics of their own profession. This position has decision-making authority within the functional area of Residence Learning (i.e. staffing decisions, business processes, expense management, and educational programs development)
- **Physical and Sensory Demands:** This managerial role in an office setting involves minimal physical demands and moderate sensory effort resulting in slight fatigue, strain, or risk of injury.
- **Working Environment:** Minimal exposure to conditions typical of a position exposed to stress and pressure associated with management-level responsibilities. Individual must be able to manage concurrent assignments and prioritize workload in order to meet deadlines. Periods of irregular/high volume will require some evening and weekend work (e.g. student staff training). Occasional participation in the department's emergency on-call rotation (approximately 3 to 4 weeks over the course of the year) is required.