

Job Description

Job Title:	Co-ordinator, Residence Learning
Department:	Housing and Residences
Reports To:	Manager, Residence Learning
Jobs Reporting:	Peer Leaders, Residence Learning student-staff
Salary Grade:	USG 7
Effective Date:	November 2019

Primary Purpose

The Co-ordinator, Residence Learning is accountable to the Manager, Residence Learning for the implementation and coordination of programs and services that foster learning in the residence environment. This includes but is not limited to coordination of assigned Living-Learning Communities, experiential learning opportunities, and residence-wide educational initiatives. The incumbent is also responsible for functioning in areas of student development, staff development, programming, and administrative capacities.

The Co-ordinator, Residence Learning is part of an interdependent and collaborative team committed to integrating the student voice and embedding 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

Co-ordination of Programs/Services (e.g. Living-Learning Communities)

- Guide the development of new and expansion/revision of current program offerings using information from program assessment and research/best practices in student affairs and higher education
- Incorporate the involvement and perspectives of faculty and/or campus partners into all aspects of assigned programs
- Lead the recruitment, hiring, and selection of student-staff in consultation with faculty/campus stakeholders
- For Living-Learning Communities, co-ordinate and execute community-wide events
- For Living-Learning Communities, co-ordinate the student success plan process including determining information to collect, process, and analyzing findings
- Collaborate with Admissions and Marketing to coordinate the placement of students into clusters or LLCs where applicable
- Assist with program marketing and promotions
- Provide extensive program documentation outlining program goals, program logistics, budget and evaluation criteria
- Plan and execute events in collaboration with campus partners and/or student-staff
- Be knowledgeable and up to date on the needs of students including best practices at other institutions, current trends, and forecasting future developments in student affairs

Program Assessment

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- Co-ordinate the collection of information (e.g. Peer Leader evaluations, event feedback) to provide recommendations for future program adjustments and considerations
- Facilitate the distribution and collection of department and unit-wide assessment initiatives (e.g. Residence Experience Evaluation)

Supervision and Human Development

- Effectively support Residence Learning student-staff by providing day-to-day guidance, direction, and oversight
- Develop and coordinate the onboarding, training, appreciation and recognition for all direct reports
- Outline clear expectations and responsibilities for Residence Learning student-staff, ensuring that student-staff are performing in accordance with departmental and faculty policies, values, and processes
- Provide ongoing feedback to student-staff including performance conversations, coaching and goal development
- Provide leadership in team meetings and manage team conflict fairly and professionally

Relationship Building

- Facilitate strong working relationships with Housing, campus, and faculty partners
- Communicate regularly with key faculty partners to share information and make decisions related to operations of Residence Learning programs
- Identify and act on opportunities for increased faculty partner engagement in Residence Learning programs
- Participate in and contribute to regular team and department wide meetings as appropriate
- Work closely with Residence Life Management Team to realize a residence environment that creates and promotes opportunities for student growth and development

Special Projects

- Represent Residence Learning and/or Student Development and Residence Experience in departmental or campus-wide special projects (e.g. scrum teams) as necessary

**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 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

- Bachelors degree or equivalent experience

Experience

- 1-3 years' experience in a full-time Student Affairs position, or equivalent
- Experience supervising direct reports
- Program/project management experience is an asset
- Experience synthesizing data, analyzing, and understanding results

Knowledge/Skills/Abilities

- Strong interpersonal communication skills, including written, oral, one-on-one, and group
- Effective presentation and meeting facilitation skills
- Proven ability to take initiative and work autonomously with limited supervision

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- Ability to gain consensus and work with people representing varying interests while maintaining a strong commitment to student growth and development
- Proven ability to manage multiple demands, stay organized and prioritize effectively
- Familiar with literature and research in student development theory and teaching and learning
- Intermediate skills in the following programs: MS Word, Excel, PowerPoint

Nature and Scope

- **Contacts:** Internally with Housing and Residences and in collaboration with campus and faculty partners (e.g. Undergraduate Offices, faculty members, and faculty-based academic support staff. The Co-ordinator is a primary contact for faculty and campus partners associated with programs in the Co-ordinator's portfolio.
- **Level of Responsibility:** Oversight and supervision of all student-staff in assigned portfolio. Responsible for co-ordination of day-to-day operations of programs in assigned portfolio. The Co-ordinator also provides input regarding the strategic direction of Residence Learning activities.
- **Decision-Making Authority:** The Co-ordinator will often make decisions in collaboration with others but will also be required to make independent decisions that impact students and student-staff within their assigned portfolio. The Co-ordinator must remain aware of the decisions made by student-staff and play a supportive role in coaching student-staff to make decisions at the right level.
- **Physical and Sensory Demands:** Work in a moderate to fast paced environment, ability to remain focused with distractions, requires close attention to detail, thoroughness, and accuracy.
- **Working Environment:** Office based. Evening and weekend work required. Minimal exposure to disagreeable conditions typical of a supervisory position where it is occasionally necessary to convey negative or unwelcome information to students or student-staff. Occasional travel for professional development.