

QUEEN'S UNIVERSITY RESIDENCES

RETURNING DON JOB DESCRIPTION

2012-2013

JOB SUMMARY

A Returning Don is a member of the Queen's community appointed by the Department of Residence Life staff to mentor, support and compassionately challenge residents, while also serving as a resource to them. This is a live-in, part-time position and the role consists of, but is not limited to:

- advising students on personal and academic matters, and making appropriate referrals to University or community services;
- ensuring that ResRules are communicated and maintained, which includes conducting front-line intervention and reporting;
- maintaining building safety and security by participating in a rotational, on-call pager system;
- providing a first response to emergency or crisis situations;
- facilitating educational programming that meets the needs of students in residence;
- facilitating community development; and
- supporting house team members.

RESPONSIBILITIES SPECIFIC TO THE RETURNING DON ROLE

- Contribute to the success of team members by continuing to excel in the Don role, sharing experience and assisting in creating a positive experience for fellow staff.

ELIGIBILITY

In order to apply for a Returning Don position, you must:

- a) be a student, staff or faculty member at Queen's University. As a student, you must be enrolled full-time in both the fall and winter semesters, in accordance with the guidelines outlined by the Registrar's Office. You must also meet the Registrar's Office minimum registration fee deadline. As a staff or faculty member, you must work a minimum of thirty (30) hours per week. Requests to be below these minimums must be approved in advance by Residence Life.
- b) have at least one full academic term as a Residence Don and demonstrate a commitment to Residence Life.
- c) have no less than three (3) years of post-secondary experience.
- d) be legally entitled to work in Canada, or possess a valid student visa.
- e) produce a satisfactory submission of a Canadian Police Information Check (CPIC), if requested.
- f) demonstrate at least a 65% average in the 2010-2011 academic year. If your average is less than 65%, please submit a letter of intent that includes a detailed plan outlining how you will balance the don role with your academic endeavours.
- g) hold a certificate for Emergency First Aid & Heart Saver "A" CPR. The certificate must be valid for the duration of the Returning Don contract, and a copy must be provided to the Residence Life Office prior to July 13, 2012.

- h) not participate as a Faculty Orientation Leader.
- i) not exceed a maximum of ten (10) hours per week if participating in additional extracurricular activities. Any additional activities must be approved by the Residence Life Coordinator prior to your commitment. While extracurricular activities are supported, academics and don responsibilities must be your priority.
- j) provide proof of committed partnership if wishing to apply as a couple or family. Committed partners must have lived together as a couple (sharing of resources by 2 people) for a period of at least nine (9) months. This applies to all partners, regardless of marital status or gender. Please note that living space for this type of arrangement is limited.

KEY RESPONSIBILITIES AND DUTIES

Staff Training and Development

- a) Attend and participate in mandatory student staff training, which begins on Tuesday, August 21, 2012. This mandatory program includes weekend and evening sessions.
- b) Attend mandatory professional development sessions and other workshops that may occasionally be required in response to emergent campus issues.

Orientation Week

- a) Facilitate residence orientation activities and student move-in.
 - a. This includes, but is not limited to:
 - i. greeting students and parents;
 - ii. providing assistance with and leading residents through all residence orientation events;
 - iii. facilitating a series of informational meetings for your area of responsibility;
 - iv. being available for the entire weekend prior to Labour Day for preparation and organization; and
 - v. fulfilling regular don duties such as on call shifts.

Team Support

- a) Develop positive working relationships with fellow staff members.
- b) Contribute to the success of team members by continuing to excel in the Don role, sharing experiences and assisting in creating a positive experience for fellow staff.

Peer Support

- a) Establish positive relationships with residents by being visible and approachable. It is important to be available for as many evenings and weekends as possible. Returning Dons should be regularly visible and eat in the dining halls with residents throughout the academic year.
- b) Provide residents with resources and support in dealing with personal, academic, and administrative concerns.
- c) Make appropriate referrals.
- d) Mediate interpersonal (e.g. roommate/floormate) conflicts and assist the Residence Life Coordinator in the completion of the appropriate paperwork for room changes.
- e) Foster healthy working relationships with the administrative offices and organizations that manage the residences.

Community Development and Educational Programming

- a) Facilitate community development among residents.
- b) Plan community-building activities based on residents' needs.
- c) Keep posters and information updated on residence floors.
- d) Work with Student Affairs partners (e.g. health educators, learning strategists, student advisors) to facilitate educational programming that supports the needs of the residence student population.
- e) Host one (1) High Table per year.
- f) Maintain, reconcile, and submit accurate details of expenditures for each term. A per-student allowance will be made available as financial support for educational programming and community development initiatives.
- g) Support other campus-wide community initiatives as required by the Residence Life Coordinator.

Residence Rules and Regulations (ResRules)

- a) Educate residents about ResRules and their importance.
- b) Ensure that ResRules are maintained, which includes conducting front-line documentation and reporting of incidents to the appropriate residence staff.
- c) Assist and support respondents in completing their assigned educational sanctions.
- d) Where possible, and when requested, attend Peer Judicial Board hearings.
- e) Demonstrate behavior that is appropriate and in congruence with the terms outlined by both the ResRules and the Student Code of Conduct.

Building Management

- a) Help maintain the safety and security of the building(s).
- b) Participate in a rotational, on-call pager system.
- c) Communicate all facility concerns and damages to the appropriate residence staff.
- d) Manage your assigned community to ensure appropriate and clean common spaces.
- e) Promote building respect and pride.
- f) Assist in handling emergencies alongside other residence officials, Campus Security and/or other campus partners.

Departmental Administration

- a) Read and be familiar with the information included in the Don Manual, ResRules Handbook, and any other material distributed by the Residence Life Department.
- b) Keep the Residence Life Coordinator apprised of your work by completing a regular log sheet. Submit reports concerning any incidents or problems.
- c) Attend regular staff team meetings and scheduled one-on-one meetings with your Residence Life Coordinator.
- d) Effectively and confidentially utilize the Residence Life database eRezlife.
- e) Liaise with and support house council as determined by the Residence Life Coordinator.
- f) Assist in the student staff recruitment and selection process, as directed by the Residence Life Coordinator.
- g) Assist in administering surveys and feedback processes as directed by the Residence Life Department.

- h) If planning an absence from residence, arrange for coverage and notify the Residence Life Coordinator in advance.
- i) Perform additional duties as required by the Residence Life Coordinator.

TERMS OF EMPLOYMENT

- a) Each Returning Don appointment is for one academic year. Only exceptional candidates will be considered for reappointment.
- b) The contract includes participation in a mandatory student staff training, as well as facilitation of residence orientation and student move-in, and continues for the duration of the entire academic year. During the first term, employment begins on the first day of training (Tuesday, August 21, 2012) and extends to twenty-four (24) hours after the last scheduled exam in December. The second term begins on the first Sunday before classes in January and extends to the last Residences Move-Out date for undergraduate students, which occurs twenty-four (24) hours after the last scheduled exam in late April/early May. This includes all long weekends and Reading Week.
- c) Returning Dons are supervised by, and report directly to, their building Residence Life Coordinator.
- d) Returning Dons will receive up to eight (8) overnights per term pending approval from their Residence Life Coordinator. Typically, overnights may not be used during designated dates in December and April, as well as other times deemed appropriate by the Residence Life Coordinator in accordance with the Residence Life overnight policy.
- e) Returning Dons must abide by the policies and procedures as outlined by Queen's University Residences, the Residence Rules and Regulations, and the University Code of Conduct.
- f) Returning Dons must apprise the Residence Life Coordinator of any relationships that could create a conflict of interest affecting professionalism and power dynamics.
- g) Any inappropriate conduct by a Returning Don is a violation of a position of authority, and will not be tolerated. This includes both ResRules violations, and issues outside residence, including but not limited to issues with Campus Security, Human Rights, and other harassment cases.
- h) An administrative fee of \$200 will apply to any staff member who accepts the position and then resigns or does not meet the eligibility requirements prior to July 13, 2012. Resignations due to academic requirements may be exempt and students will be required to submit a copy of their acceptance letter.
- i) An administrative fee of \$525 will apply to any staff member who accepts the position and then resigns or does not meet the eligibility requirements after July 13, 2012. Resignations due to academic requirements may be exempt, and students will be required to submit a copy of their acceptance letter.
- j) The Manager of Residence Life reserves the right to revise the terms of employment, the eligibility requirements, and the duties and responsibilities of Dons to meet unexpected developments.

HIRING PROCESS

- a) During the hiring process, if a candidate feels they are being treated unfairly, they may bring this concern to the Manager of Residence Life, and/or the Assistant Dean of Student Affairs. After the Assistant Dean of Student Affairs, there is no further recourse. However, if the

candidate feels that this is an issue of discrimination, then s/he may wish to consult with a staff member in the Queen's Human Rights Office.

REMUNERATION

- a) Remuneration for each Returning Don position will be the current value of a single room and a meal plan as defined by Residence Life. Accommodation is for personal use only and shall not be made available as shared accommodation. Accommodation and meal plan will expire at the end of the contract or upon dismissal / resignation from the position.
- b) Residence Student Government Fees will be paid by the Residence Life Department.
- c) Telephone service (ResTel) is provided. You are responsible for all long-distance/directory-assistance charges to your phone number. Your phone number will be listed in some residence publications.
- d) ResNet services will be provided at no charge.
- e) For coupled Dons, the partnership will receive the full value of a meal plan and shall share ResNet, ResTel and the value of the accommodation.

EVALUATION

- a) The performance of Returning Dons will be regularly evaluated. This evaluation process will include a survey(s) and an assessment of performance by the Residence Life Coordinator.
- b) When performance is perceived to be below standard, the matter will be addressed immediately and confidentially between the Returning Don and the Residence Life Coordinator.

DISMISSAL PROCESS

Should it become necessary to examine the possibility of termination or reassignment of a Don, the Residence Life Department will provide the don with resources regarding the termination process.