

# QUEEN'S UNIVERSITY RESIDENCES

## 2018-2019 DON JOB CONTRACT

### JOB SUMMARY

A Don is a member of the Queen's community hired by the Department of Residence Life to mentor, support, and compassionately challenge residents, while serving as a resource to them. Becoming a Residence Don provides a rewarding experience not only in impacting the student experience on-campus, but also in opportunities to develop and hone a wide array of skills. The Residence Life Department is committed to providing a supportive, safe and positive environment where both our residents and staff members can learn and grow. The Residence Don position 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;
- mediating disputes and providing a first response to emergency or crisis situations;
- facilitating educational and social programming that meets the needs of residents;
- promoting a sense of belonging and facilitating inclusive community development;
- supporting house team members;
- ensuring that Residence Rules and Regulations are communicated and upheld, which includes conducting front-line intervention and reporting;
- maintaining building safety and security by participating in a rotational on-call system, primarily in the evenings/overnight (frequency varies by building, but is at least 1-2 nights/week and 2 full-days during 22-hour quiet hour periods at exam time);
- contributing to the Residence Life goals of promoting and supporting academic success, contributing to building resilience and creating spaces for students where they feel that they belong.

### ELIGIBILITY - A DON MUST:

- a) be a student enrolled full-time<sup>1</sup> in both the fall and winter semesters, in accordance with the guidelines outlined by the Registrar's Office (must meet the Registrar's Office minimum registration fee deadline);
- b) have no less than one (1) year of post-secondary experience;
- c) Faculty of Education teacher candidates must have 1 year of Donning experience at Queen's University;
- d) participate in all required training, including being available and able to participate in our full-time training program from **August 20<sup>th</sup> to August 31<sup>st</sup>, 2018** inclusive. Please note that negotiating time off to accommodate for these dates with your other employer(s) is the responsibility of the employee;
- e) be legally entitled to work in Canada, or possess a valid student visa;
- f) submit a satisfactory Canadian Police Information Check (CPIC) and Vulnerable Sector Check prior to **June 4, 2018**; it is the employee's responsibility to maintain a clean CPIC and Vulnerable Sector Check for the duration of employment in this role with Queen's. You may use a recent CPIC/Vulnerable Sector Check if it is dated within 6 months of your start date (August 20<sup>th</sup>) - you will be required to sign a letter of attestation confirming that there have been no changes to your status since the CPIC/Vulnerable Sector Check was issued. You will not be permitted to commence work if the Letter of Clearance, and if required, Letter of Attestation, has not been provided. If you are unable to satisfy this requirement prior to **June 4, 2018** please contact Residence Life. Any lapse may have implications for continued employment status. The University can require a new Letter of Clearance at any time. In addition, the employee is also required to immediately disclose to the University any occurrence and/or circumstance(s) that might impact your ability to receive a clear CPIC or Vulnerable Sector Check.

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<sup>1</sup> **Definition of full-time student:** A full-time student has a course load of 80% or more of a normal full-time course load. Program of study and year of study will determine the normal full-time load.

- g) have demonstrated a cumulative GPA that reflects academic performance is in Good Standing for their Faculty in the 2017-2018 academic year. A copy of the Don's current (unofficial) transcript is due to the Residence Life Office by **June 4, 2018**. The Don must maintain this minimum average during the Don contract. Residence Life reserves the right to check a Don's academic status with the Registrar's Office;
- h) hold a valid and current certificate for Emergency First Aid & Heart Saver "A" CPR (minimum). The certificate must be valid for the duration of the Don contract, and a copy must be provided to the Residence Life office prior to **June 4, 2018**;
- i) not participate as a 2018 Faculty Orientation Leader, International Orientation Leader or First-Year Not in Residence (FYNIR) Orientation Leader;
- j) not exceed a maximum of ten (10) hours per week spent on co-curricular activities. Any involvement over ten (10) hours per week must be approved by the Residence Life Coordinator prior to committing. Don responsibilities, such as on-call shifts and attending weekly team meetings, must take priority over additional co-curricular activities;
- k) live in residence, and be eligible to live in residence throughout the entire term of employment.

## KEY RESPONSIBILITIES AND DUTIES

### Staff Training and Development:

The following training components are mandatory for all Queen's University Residence Dons. All modules for training are available online with your **Employee NetID** and password through the University website and must be completed (and have proof of completion submitted to the Residence Life Office) by **June 4, 2018**.

1. [Health & Safety Training Link](#)
2. [Accessibility for Ontarians with Disabilities Act Training](#)

Please note that you must complete all four of the modules listed below:

- Accessible Customer Service
- Human Rights 101
- Access Forward

In addition Dons must (mandatory attendance):

3. **attend and participate in Residence Don Training, from August 20<sup>th</sup> to August 31<sup>st</sup>, 2018.** This mandatory program includes weekend and evening sessions and is designed to help orient staff to their positions as well as acquire knowledge and skills necessary for the position;
4. attend ongoing professional development sessions (generally two (2) to three (3) per term, each approximately two (2) hours in length), and others that may from time to time be required in response to emergent campus issues.
5. attend January Energizer training session and participate in Don Hiring and Selection (for those eligible) in January. Dates of each will be provided to staff in October.

### Orientation Week - Dons will:

- a) assist with Orientation Week and Move-In weekend. This involves greeting students and parents, providing assistance and leading residents through all University orientation events, being available for the entire weekend prior to Labour Day for preparation and organization, being available, visible, and approachable to residents during the evenings of faculty orientation, and supporting and leading any First-Year Transition activities scheduled during Orientation Week in support of the Student Experience Office and the Student Academic Success Services (if applicable).

### Peer Support - Dons will:

- a) establish positive relationships with residents by being available, visible and approachable in their residence community. It is important to be available for as many evenings and weekends as possible, either on an "open door" basis, or by having set hours of availability. Dons should eat in the residence dining halls with residents regularly throughout the academic year;

- b) provide residents with information and assistance in dealing with personal, academic, and administrative concerns, and make appropriate referrals;
- c) develop positive working relationships with fellow staff members;
- d) mediate roommate/floor mate conflicts;
- e) foster healthy working relationships with the professional staff, organizations, partners and offices that coordinate Residence Life, Housing & Ancillary, and Student Affairs;
- f) assist in handling emergencies, in partnership with other residence officials, Campus Security and/or other campus partners as applicable;
- g) work within residence policies and take direction, as necessary, from Residence Life Professional Staff.

**Community Development and Educational Programming - Dons will:**

- a) facilitate positive and respectful community development among residents;
- b) plan community-building activities based on resident needs, which also promote reflection and learning, as specified in the Don Manual;
- c) participate in a rotational, on-call system as described in Don Manual;
- d) communicate all facility concerns and damages to the appropriate Front Desk Representative or Residence Life Coordinator [e.g. blocked toilet, broken ceiling tiles];
- e) promote building respect and pride.

**Residence Rules and Regulations - Dons will:**

- a) educate residents about Residence Rules and Regulations and their importance;
- b) ensure that Residence Rules and Regulations are maintained, which includes conducting front-line intervention and reporting incidents through the appropriate channel(s);
- c) where possible, and when requested, attend Residence Conduct Board hearings.

**Departmental Administration - Dons will:**

- a) read and be familiar with the information included in the Don Manual, Residence Rules and Regulations, and any other material distributed by the Residence Life Department;
- b) attend weekly staff meetings, and bi-weekly one-on-one meetings with their Residence Life Coordinator;
- c) use the Residence Life database (eRezlife) and check e-mail regularly, to stay up to date on news and communications from the Department and to thoroughly document work, including submitting individual reports concerning incidents or problems as needed and a weekly log sheet;
- d) assist in the student staff recruitment and selection process;
- e) assist in administering surveys and feedback processes as directed by the Residence Life Office;
- f) keep posters and information updated on residence floors;
- g) under the guidance of Residence Life Professional Staff, support and assist in coordinating efforts to ensure building safety, security and maintenance in the event of a work stoppage;
- h) perform additional duties as required by Residence Life Professional Staff;
- i) submit a completed [Payroll-Direct Deposit Authorization](#) form and VOID check or direct deposit form to the Residence Life Office by **June 4, 2018**.

**TERMS OF EMPLOYMENT**

- a) The Don role on average will take between 25 and 30 hours per week with the understanding that hours of work may be uneven and will largely be influenced by student concerns and Residence Life priorities.
- b) Dons are supervised by and report directly to their building's Residence Life Coordinator(s).
- c) The terms of appointment cover the duration of staff training, **beginning August 20<sup>th</sup>, 2018** and the entire academic year, including all long weekends and Reading Weeks. Staff remain in residence until Residences close in December and April/May. Staff must return to Residences from the winter break on the Sunday before classes resume in January.
- d) Dons require advance approval from their Residence Life Coordinator for time away from Residence. Time away requests will typically be denied during designated dates in December and April exam periods, and minimal other

dates/weekend such as Homecoming Weekend. Such dates/periods will be communicated to staff a minimum of two weeks in advance.

- e) Dons must abide by the policies and procedures as outlined by Queen's University Residences, the Residence Rules and Regulations, and the Queen's University Student Code of Conduct.
- f) Romantic/intimate relationships with residents in the Don's building of responsibility are strongly discouraged because the Don's role as someone who enforces ResRules and helps others (providing peer helping, listening to personal and confidential information, witnessing vulnerabilities, etc), creates a power imbalance in the relationship.
- g) Any inappropriate conduct by a Don is a violation of a position of authority, and may result in termination of the Don contract (*please refer to the Termination section of this contract for more details*).
- h) An administrative fee of \$325 will apply to any staff member who accepts the position and then resigns or does not meet the eligibility requirements after **June 4, 2018**. Resignations due to academic requirements may be exempt, and students will be required to submit a copy of their acceptance letter.
- i) Residence Life Professional Staff reserve the right to revise the terms of employment, the eligibility requirements, and the duties and responsibilities of Dons to meet the needs of unexpected developments.

## Employment Standards Act

Employees and employers in the province of Ontario are subject to the provisions of the *Employment Standards Act, 2000* (the "ESA"). As a new employee you are entitled to a copy of the Employment Standards Poster produced by the Ministry of Labour and can view the current version of the poster at:

<https://www.labour.gov.on.ca/english/es/pubs/poster.php>

## REMUNERATION

- a) Remuneration for a Don position will be equivalent to the current value of a single room and a meal plan as defined by Residence Life. Accommodation and meal plan will expire at the end of this contract or upon dismissal / resignation from the position.
- b) Residence Student Government Fees will be paid by the Residence Life Department.
- c) ResTel telephone service 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.

## EVALUATION

- a) The performance of Dons will be regularly evaluated. This evaluation process will include, at a minimum, a student feedback survey and an assessment of performance by the Residence Life Coordinator.
- b) When performance is perceived to be below standard, the matter will be addressed confidentially, in a timely manner, between the Don and the Residence Life Coordinator or Residence Life Management.

## Personal Integrity and Behaviour

You are expected to display personal integrity and exhibit behaviour that meets the [Queen's Student Code of Conduct](#). By accepting this employment you agree that engaging in behaviour that contravenes the Student Code of Conduct, or representing to the general public that you have engaged in conduct that contravenes the Student Code of Conduct, constitutes just cause for immediate termination from the position.

## Termination

In the event that this position ends earlier than the end date stated, you will be provided with written notice in accordance with ESA, or without notice in the event you are guilty of willful misconduct, disobedience or willful neglect of duty pursuant to the ESA. You may terminate your employment at any time by giving the University two weeks' prior written notice; however, it is understood and agreed that the University shall be entitled to waive all or part of that notice and accept your resignation at an earlier effective date. If we do so, you will be paid only to the date upon which we waive your notice.

# QUEEN'S UNIVERSITY RESIDENCES

## APPENDIX A - SENIOR DON JOB DESCRIPTION

### 2018-2019

In addition to the duties, responsibilities and expectations outlined in the Don job description, a Senior Don will mentor and compassionately challenge fellow teammates while serving as a resource to them. Additional responsibilities and requirements of the role consist of but are not limited to:

- Being an exemplary role model for other Dons by continuing to excel in the Don role, sharing experience and assisting in creating a positive experience for fellow staff, including the organization of inclusive team bonding activities;
- Developing and facilitating training sessions and/or leading certain team meetings with guidance from Residence Life Professional Staff;
- Developing mentoring relationships with fellow staff members and sharing the benefit of their residential and university experience(s);
- Creating and maintaining the rotational Don on-call schedule, and providing other administrative support to the Residence Life Coordinators as required;
- Ensuring that student staff are familiar with the philosophy and administrative processes of Residence Life
- Communicating regularly and liaising with their building's Residence Life Coordinator regarding the strengths and challenges they notice amongst their fellow Dons (and ResSoc staff, as applicable)
- Attending weekly one-on-one meetings with their Residence Life Coordinator;
- Attending house council (or ResSoc) meetings as determined by the Residence Life Coordinator

#### **ELIGIBILITY: A SENIOR DON MUST:**

- a) have previous experience working as a Residence Don at Queen's University
- b) have no less than two (2) years of post-secondary experience;

#### **REMUNERATION**

- a) Remuneration for a Senior Don Position will be equivalent to the current value of a single room and a meal plan as defined by Residence Life. Depending on the physical layout of the residence building and availability, Senior Dons may be granted the use of an additional room or larger space in residence. Accommodation and meal plan will expire at the end of this contract or upon dismissal / resignation from the position.
- b) Senior Dons will receive an additional payment of \$1000 in recognition of the additional duties described above.

# QUEEN'S UNIVERSITY RESIDENCES

## APPENDIX B – LIVING LEARNING COMMUNITY (LLC) DON

### 2018-2019

In addition to the duties, responsibilities and expectations outlined in the Don job description, an LLC Don will mentor and facilitate additional programming for their assigned group of students who live within their specific LLC. Additional responsibilities and requirements of the role consist of, but are not limited to:

- Communicating with LLC students over the course of the summer months in an effort to begin building community within their select group of LLC students prior to their arrival;
- Attending LLC Don specific training sessions during August Training;
- Attending bi-weekly meetings with the Coordinator, Academic Initiatives and fellow LLC Dons;
- Attending bi-weekly one-on-one meetings with the Coordinator, Academic Initiatives;
- Contributing to monthly LLC Program wide events or initiatives;
- Facilitating two meetings a month for their specific LLC;
- Hosting three Learning Lunches per term;
- Collaborating with fellow LLC Dons on programming initiatives;
- Attending both Fall Preview days and March Open House in support of the LLC Program.

### REMUNERATION

- a) Remuneration for a Living Learning Community Don Position will be equivalent to the current value of a single room and a meal plan as defined by Residence Life. Accommodation and meal plan will expire at the end of this contract or upon dismissal / resignation from the position.
- b) LLC dons will receive an additional payment of \$1000 in recognition of the additional duties described above.

# QUEEN'S UNIVERSITY RESIDENCES

## APPENDIX C – DON DESIGNATE JOB DESCRIPTION

### 2018-2019

Reporting to the Residence Life Coordinator, a Don Designate is a trained member of our staff team, but will not have a designated community of responsibility. Should a Don vacancy occur mid-year, a Don Designate will be appointed as a Residence Don and reassigned to that community at the discretion of Residence Life. Additional and amended responsibilities and requirements of the Designate role consist of, but are not limited to:

- Weekly attendance at house team meetings;
- Bi-weekly one on one meetings with the Residence Life Program Assistant;
- Monthly one on one meetings with the RLC, Jean Royce Hall (JRH);
- 10 hours per week dedicated to assisting the Residence Life Program Assistant (including postering, development of educational displays, JRH resource room maintenance, event assistance, and other duties as assigned);
- Three on-call shifts per month (including at least one Friday or Saturday) with the JRH team;
- Three on-call community rounds in other buildings as assigned per month (meeting don on-call at 8pm, rounds lasting 1-2 hours);
- On-call support to Residences during high-volume times (Homecoming, Halloween, St. Patrick's Day, 22 Hour Quiet Hours, etc.) at the discretion of Residence Life;
- Attend at least 2 ongoing training sessions per term.

#### REMUNERATION

- a) Remuneration for a Don Designate Position will be equivalent to the current value of a single room and a meal plan as defined by Residence Life. Accommodation and meal plan will remain consistent if assigned to a community, and will expire at the end of this contract or upon dismissal / resignation from the position.