

# Queen's University Residence Don Job Description 2021-2022



## Position Overview

Within Housing and Ancillary Services (Department of Student Affairs), Residence Life aims to create a community environment where all students can:

- **Find a sense of belonging:** we help students feel connected at Queen's and provide opportunities for active engagement within the campus and Kingston communities;
- **Build resilience:** we encourage students to problem solve, think critically, accept responsibility for one's actions, and learn and grow from challenging experiences; and
- **Achieve academic success:** we help students identify and strive to achieve realistic and tangible goals that contribute to their overall academic efforts.

We encourage the personal development of our community members by fostering connection, providing a wide range of educational and academic programming, and holding individuals accountable for violations of the Residence Community Standards.

Reporting to the Residence Life Coordinator, the Residence Don position is a live-in leadership opportunity for upper year students to support and educate residence students. Residence Dons build meaningful individual and community relationships, contribute to the safety and security of our buildings, and are responsible for the front-line implementation and support of the Residence Life mission and the above three learning goals.

## Roles and Responsibilities

### **Overall Expectations**

The Residence Don is a front-line resource for residence students, and is responsible for the overall implementation of the three Residence Life learning goals: finding a sense of belonging, building resilience, and achieving academic success. Overall, the Don will:

- Establish a visible, available, and approachable presence as a first point of contact for residence students.
- Build rapport and 1:1 relationships with each student in the community.

- Demonstrate and support attitudes and behaviours related to promoting a community and campus that is respectful of diverse identities and backgrounds, and free from harassment, discrimination, and intimidation.
- Contribute to building safety and security through maintaining on-call and office hours.
- Act as a positive role model for residence students, fellow student staff members, and within the broader campus community.
- Facilitate informed and specific referrals to campus resources.
- Build community in area(s) of responsibility where students feel respected and connected to each other.
- Develop positive working relationships with fellow student staff members, Housing and Ancillary Services staff, and other University partners and colleagues.
- Work within University policies and take direction, as necessary, from Residence Life professional staff.

### **Community Leadership**

- Maintain regular weekly office hours from 8pm-11pm in complement to on-call shifts:
  - Minimum of one office hour period per week
    - Exact number dependent on building on-call structure, amounting to a minimum of 3 nights in residence per week.
    - Dons will identify preferred schedule on a bi-weekly basis, subject to approval by RLC based on operational need.
      - Individual schedules and preferences will be incorporated into overall schedule by building.
      - At least one night in (office hours or on-call shift) must be on a Friday or Saturday night.
      - See sample schedule (pg. 5) for an example.
  - Be available and visible in assigned community with door open.
  - Address individual, community, and conduct issues as needed.
  - Time can be spent hosting drop-in hours for community, having intentional conversations, conducting community rounds, completing administrative tasks, and/or facilitating programming requirements.
- Mediate roommate/floor mate conflicts.
- Communicate all facility concerns and damages via the ARCHIBUS MRO system, and escalate to RLC if ongoing/safety concern.
- Establish 1:1 rapport with each resident in area of responsibility.
- Develop and implement communication protocol to ensure residents are informed of information and events.
- Eat in the residence dining halls with residents regularly throughout the academic year.
- Make an effort to get to know residents in other areas of building.
- Role model and promote inclusive and respectful behavior in area(s) of responsibility.
- Arrange follow up conversations with students after notable interactions, as directed by Residence Life professional staff.
- Make appropriate, timely, and informed referrals to campus resources.

## **Residence Operations**

- Participate in a front-line on-call rotation:
  - Complete regular rounds of area(s) of responsibility.
  - Respond and document violations of Residence Community Standards in accordance with University policy, including
    - Noise
    - Alcohol and cannabis related incidents
    - Inappropriate behavior
    - Smoking
  - Respond and document emergency and crisis situations in accordance with University policy, including
    - Suicidal ideation
    - Sexual violence
    - Student support (first aid, substance use)
    - Power outage
    - Natural disaster (fire, flood, etc.)
  - Individual schedules and preferences will be incorporated into overall schedule by building.
  - Document and report facilities issues (including damages).
  - Submit end of shift reports after each shift.
- Assist in handling emergencies in partnership with other residence staff, Campus Security and Emergency Services, and/or other campus partners as applicable.
- Assist in the student staff recruitment and selection process as directed.
- Assist with end of term room checks in December and April.
- Develop positive working relationships with fellow staff members including Custodial, Front Desk, and Hospitality staff.

## **Residence Education**

- Implement and attend educational and programming initiatives from the Residence Education team, as directed in the Don Manual.
- Facilitate monthly community meetings.
- Plan, promote, and facilitate informal community building events.
- Keep posters and information updated in area(s) of responsibility.
- Attend all required staff training and development sessions, including August training per the contract and throughout the academic year.
  - Attend at least one ongoing training session related to furthering knowledge of issues of equity, diversity, and inclusion.

## **Residence Conduct**

- Document violations of Residence Community Standards.
- Have educational conversations with residents regarding behaviour and policies.

- Ensure that Residence Community Standards are maintained, including conducting front-line intervention and reporting incidents through the appropriate channel(s).
- Where possible, and when requested, attend Residence Conduct Board hearings.

### **Administration**

- Ensure community completion of student surveys and feedback processes (Skyfactor, focus groups, program assessment, etc.).
- Read and be familiar with the information included in the Don Manual, Residence Community Standards Handbook, residence policies, and any other material distributed by the Residence Life Department.
- Attend weekly staff meetings, and bi-weekly one-on-one meetings with the Residence Life Coordinator.
- Use the Residence Life database (eRezlife) to thoroughly document work, including submitting individual reports concerning incidents or student interactions.
- Check and action email and voicemail messages daily.

### **Additional Duties**

- Support and assist in coordinating efforts to ensure building safety, security and maintenance in the event of a work stoppage.
- Perform additional duties as directed by Residence Life professional staff.

## Sample Schedule

On average, the Don role will take about 25-30 hours per week, with 11-22 of those hours being spent completing on-call shifts (including time spent sleeping overnight). Hours of work may be uneven and will be influenced by student concerns and Residence Life priorities, however it is expected that the bulk of the weekly requirements will be completed during Don office hours. If a Don feels that they need to work above 30 hours per week, approval must be granted by the RLC, and alternate arrangements may be made to ensure fulfillment of responsibilities and balance of tasks. Given the time commitment, additional employment and extracurricular activities are limited to a maximum of 10 hours per week (see contract for more information).

<b>Week 1</b>	<b>Sunday</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
<b>Morning</b>			<b>1:1 with RLC</b> 10am-10:30am				
<b>Afternoon</b>							Program attendance 2pm-4pm: Residence wide program (bring your community)
<b>Evening</b>	<b>On-call Shift:</b> 8pm-7am		<b>Staff meeting:</b> 10-11pm	<b>Office Hours 8pm-11pm:</b> Community Meeting 8pm  Drop in Hours 9pm-11pm		<b>Office Hours 8pm-11pm:</b> Community development program 8pm  Student drop in time/Don administrative time 9:30-11pm	
<b>Week 2</b>	<b>Sunday</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
<b>Morning</b>							
<b>Afternoon</b>							
<b>Evening</b>			<b>On-call shift-</b> 8pm-7am  <b>Staff meeting:</b> 10-11pm	<b>Office Hours 8pm-11pm:</b> Community Meeting 8pm  Drop in Hours 9pm-11pm		<b>Office Hours 8pm-11pm:</b> Community development program 8pm  Student drop in time/Don administrative time 9:30-11pm	<b>On-call shift-</b> 8pm-7am

## Professional Skills

The Department of Student Affairs has developed a competency framework to help students maximize on-campus opportunities. Residence Life participates in the [Experiential Learning Wraparound](#), which is a professional development structure built around competencies and reflection in an experiential framework. Dons have the opportunity to set and monitor goals while in the role, and through the EL Wraparound framework will end their contract with valuable skills and language to translate into future roles. Successful candidates will demonstrate capacity in these areas at time of hire, and a commitment to developing their professional skills further during their contract.

<b>Professional Skills</b>	
<ul style="list-style-type: none"> <li>• <b>Leadership &amp; Initiative</b> (Communicates vision, and tasks clearly &amp; authentically; Values, considers and supports differences; Assesses efficiency and proactively leads solutions and new projects)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Organization, Time &amp; Project Management</b> (Plans and manages time and resources to achieve goals; Defines objectives, selects priorities, manages workload and delegates when required)</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Written &amp; Oral Communication</b> (Expresses ideas clearly and convincingly using a variety of verbal and non-verbal methods appropriate to audience; Actively listens to understand)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Attention to Detail</b> (Completes tasks with accuracy, diligence and care; Clearly follows procedures; Locates gathers and organizes data effectively)</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Self-Management</b> (Manages and evaluates own learning, behaviour, well-being and values while practicing ethical decision-making)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Adaptability</b> (Changes approach in new situations; Open and responds constructively to feedback; Learns from mistakes; Copes with uncertainty)</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Collaboration &amp; Teamwork</b> (Makes meaningful contributions in a group environment; Understands group dynamics and respects and values diversity of perspectives in interactions)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Fostering Inclusion</b> (Seeks perspectives of diverse voices; Identifies and addresses systemic barriers to inclusion and access in their work)</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Critical Thinking &amp; Problem Solving</b> (Analyses root cause of problems; Identifies and evaluates strengths and weaknesses of arguments, beliefs and assumptions in complex situations)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Intercultural Competence</b> (Reflects on personal identify, prejudices and biases; Seeks to understand different cultures; Builds multiple cultural frameworks, values and norms)</li> </ul>

# Queen's University Residence Don Employment Contract 2020-2021

residence  
**life**



## Terms of Employment

### **Contract Dates**

- a) The contract begins **Monday August 23, 2021** (first day of staff training), and ends on **Friday, April 29<sup>th</sup>, 2022** (subject to change based on alignment with sessional dates). Employees must be able to commit for the entirety of the contract, regardless of having completed previous elements of the role (including training).
- b) The contract is inclusive of the entire academic year, including all statutory holidays and Reading Weeks (except the December University closure).
  - a. Dons must return to Residences from the December University closure on the Sunday before classes resume in January.
  - b. Dons are required to assist with room checks after the December and April exam periods, up to 48 hours after exams conclude.
    - i. Dons will be given finalized dates when the exam schedule is published each semester.
- c) Dons who are Graduate students will be required to move out of residence in alignment with the Residence close date, regardless of sessional academic dates.
- d) Dons must be able to attend team meetings Tuesday nights from 10-11pm.

### **Absences**

Dons require advance approval from their Residence Life Coordinator for time away that extends for three days or more outside of the approved work schedule. There are a number of annual peak times where all staff are required to be present including residence move in day, University Orientation days, Homecoming weekend, St. Patrick's Day (and associated weekend), December and April exam periods, and room checks. Such dates/periods will be communicated to staff a minimum of two weeks in advance.

### **Additional Commitments**

All other non-academic commitments (including but not limited to extracurricular activities, varsity and club sports, additional on- and off-campus employment) must be approved in advance by the Residence Life Coordinator. Commitments that exceed a cumulative total of 10 hours per week may not be approved. Don responsibilities, such as on-call shifts and attending weekly team meetings, must take priority over additional non-academic activities.

## Eligibility

Dons must:

- a) Be enrolled as a full time student at the University.
- b) Have completed no less than one (1) year of post-secondary studies.
- a) If taking part in the internship/practicum/clinical opportunities for academic credit, employees must have prior experience as a Don to be considered, and must secure a placement within reasonable commuting distance. Eligibility may be limited by the University's ability to secure placements at a suitable distance. Placement details will need to be reviewed and approved on an individual basis. Examples of relevant requirements include:
  - i. Queen's University Internship Program (QUIP) or another academic-based full-time work study program (cannot be with Queen's University as an employer)
  - ii. Practicum placement (Faculty of Education, etc.)
  - iii. Clinical placement (Faculty of Nursing, etc.)
- c) Participate in all required training, including the full-time training program from **August 23 to September 3, 2021** inclusive. The training schedule includes evening commitments, and will be communicated to staff in early August. It is the responsibility of the employee to make arrangements to attend all training sessions.
- d) Be legally entitled to work in Canada, or possess a valid student visa.
- e) Submit a satisfactory Canadian Police Information Check (CPIC) and Vulnerable Sector Check prior to **April 30, 2021**. 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. Employees may use a recent CPIC/Vulnerable Sector Check if it is dated within 6 months of the start date (August 24)- employees will sign a letter of attestation confirming that there have been no changes to the status since the CPIC/Vulnerable Sector Check was issued. Employees will not be permitted to commence work if the Letter of Clearance, and if required, Letter of Attestation, has not been provided. 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.
- f) Have demonstrated and maintain a cumulative GPA of at least 2.0, and a most recent term GPA of at least 2.0. If the CGPA or Term GPA is between 2.0 and 2.7, the employee will be required to complete an academic goal setting plan with regular check-in meetings. Residence Life reserves the right to check a Don's academic status with the Registrar's Office.
- g) Hold a valid and current certificate for Emergency First Aid & Heart Saver "A" CPR (minimum) for the duration of the contract.
- h) Not participate as a 2021 Faculty Orientation Leader, International Orientation Leader, First-Year Not in Residence (FYNIR) Orientation Leader, or a Student Experience Office Orientation Volunteer.
- i) Live in residence, and be eligible to live in residence throughout the entire term of employment.



## **Mandatory Training**

The following training components are mandatory for all Queen's University employees. All modules for training are available online with **EmployeeNetID** and password through the University website and must be completed within one week of start date. If the employee has already completed this training at Queen's they do not need to complete it again.

- a) [Health & Safety Training](#)
- b) [Accessibility for Ontarians with Disabilities Act Training](#)
  - Accessible Customer Service Module
  - Human Rights 101
  - Access Forward
  - Accessible Instruction for Educators

## **Remuneration**

Remuneration for a Don position will be a taxable benefit equivalent to the current value of a single room (including local landline and internet) and a meal plan as defined by Residence Life. Residence Student Government fees will also be paid by Residence Life. Accommodation and meal plan will expire at the end of this contract or upon termination/resignation from the position. Flex dollars will not be refunded at the end of employment. The taxable benefit will be prorated based on start/end date of contract.

## **Personal Integrity and Behaviour**

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

Dons must meet the outlined contract and performance criteria for the duration of their employment. Dons must consistently demonstrate the ability to make independent decisions as a first responder and in crisis situations. Dons are expected to maintain appropriate boundaries (as outlined in the Residence Community Standards, Queen's Student Code of Conduct, Residence Don Training, and at the direction of supervisor) to sustainably manage the demand and responsibility of the role.

Dons are prohibited from engaging in a romantic or intimate relationship with students in their residence community. . Dons are expected to disclose immediately upon discovery, and to resolve subsequently with the University, actual or potential conflicts of interest/commitment arising from the activities in which they are engaged.

All individuals are expected to report fit for duty for scheduled work (including but not limited to on-call, office hours, programming, administrative meetings, and student interactions) and be able to perform assigned duties safely and acceptably without any limitations due to use or after effects of alcohol, cannabis, drugs, prescribed medications, or any other substance that may impair judgment or performance. Any individual who reports to duty while impaired will be temporarily suspended from their duties and subject to discipline up to and including dismissal. Due to the live-in nature of this role,

Dons may be observed in the workplace outside of hours of work. It is expected that Dons will role model sober and appropriate behaviour while interacting with students, both inside and outside of scheduled hours of work.

**Accommodation**

Please note that the University has policies in place to support its employees with disabilities, including an *Accommodation in the Workplace Policy* and a policy on the provision of job accommodations that take into account an employee’s accessibility needs due to disability. Should you have any accommodation requirements or accessibility needs, please contact [reslife@queensu.ca](mailto:reslife@queensu.ca) .

**Termination**

In the event that this position ends earlier than the end date stated, the employee will be provided with written notice in accordance with ESA, or without notice in the event of willful misconduct, disobedience or willful neglect of duty pursuant to the ESA. The employee may terminate 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 a resignation at an earlier effective date. If we do so, the employee will be paid only to the date upon which we waive notice. In the event of termination, the live-in nature of the role will be considered, and reasonable arrangements for move out will be made on a case by case basis depending on the circumstances surrounding the termination. Residence Life reserves the right to relocate an employee on an interim or permanent basis during a termination process.

**ACKNOWLEDGEMENT AND ACCEPTANCE**

I have had the opportunity to fully consider the offer outlined in this letter. I have read, understand and accept Queen’s University’s offer of employment on the terms and conditions set out above. By accepting this offer I also agree that I will complete all training required by University Policy and all training required by law for Queen’s University employees. Further, by accepting this offer I understand that all confidential information I acquire during my employment with Queen’s University remains the property of Queen’s University and that I may not disclose or otherwise publish such information to any other person, entity or organization except with express written permission from Queen’s University to do so, or as may be required by law. Upon commencement of my employment with Queen’s University, and as a condition precedent to my employment, I undertake that I will sign the confidentiality agreement, which may be required by Queen’s University.

<b>Employee Name and Signature</b>		<b>DATE</b>

# Queen's University Residence Don Job Description

2021-2022



## **APPENDIX A- RESIDENCE LIFE ASSISTANT**

In addition to the duties, responsibilities and expectations outlined in the Residence Don job description, a Residence Life Assistant (RLA) will provide administrative and team support to the overall program, specifically taking direction from the Residence Life Coordinator. RLAs have smaller student ratios as compared to Dons and receive additional compensation in order to accommodate for additional duties.

Additional responsibilities and requirements of the role consist of, but are not limited to:

- Role modelling and sharing experience to assist in creating a positive experience for fellow staff, including the organization of one team bonding activity per month in consultation with the Residence Life Coordinator;
- Creation and maintenance of the Don on-call and office hours schedule for assigned area(s) of responsibility
- Review and summary of Don on-call and other logs to identify and escalate building/staff trends and incidents
- Training and/or team meeting facilitation at the direction of the Residence Life Coordinator
- Regular communication with the Residence Life Coordinator regarding team dynamics, building trends, and student staff strengths/weaknesses;
- Attending weekly one-on-one meetings with their Residence Life Coordinator;
- Complete additional administrative duties as assigned by the Residence Life Coordinator or other Residence Life staff

### **ELIGIBILITY: A RLA 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**

Remuneration for a Residence Life Assistant 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.

- a) RLAs will receive an additional payment of \$1500 in recognition of the additional duties described above.

## **APPENDIX B- LIVING LEARNING COMMUNITY (LLC) DON**

In addition to the duties, responsibilities and expectations outlined in the Don job description, an LLC Don will mentor and facilitate additional educational opportunities 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;
- 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.