

Queen's University Residence Don Job Description

2022-2023



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.

KEY RESPONSIBILITIES

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.)
 - Document and report facilities issues (including damages).

- Submit end of shift reports after each shift.
- Individual schedules and preferences will be incorporated into overall schedule by building.
- 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 ongoing training 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).

Week 1	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Morning							
Afternoon					1:1 with RLC 4:00-4:30 pm		Program attendance 2pm-4pm: Residence wide program (bring your community)
Evening	On-call Shift: 8pm-7am		Staff meeting: 10-11pm	Office Hours 8pm-11pm: Community Meeting 8pm Drop in Hours 9pm-11pm		Office Hours 8pm-11pm: Community development program 8pm Student drop in time/Don administrative time 9:30-11pm	
Week 2	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Morning							
Afternoon							
Evening			On-call shift- 8pm-7am Staff meeting: 10-11pm	Office Hours 8pm-11pm: Community Meeting 8pm Drop in Hours 9pm-11pm		Office Hours 8pm-11pm: Community development program 8pm Student drop in time/Don administrative time 9:30-11pm	On-call shift- 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.

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

Updated: November 2, 2021

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 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 two team bonding activities per semester 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 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.

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;
- attending and/or contributing to monthly LLC Program wide events or initiatives (Living Learning Programs, Socials, or Legacy Projects);
- creating LLC-specific active and passive programming each term to engage the LLC community and enhance the theme of the LLC;
- hosting two Faculty Meet & Greets per term;
- attending both Fall Preview days and March Open House in support of the LLC Program.

REMUNERATION

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.

LLC dons will receive an additional payment of \$1000 in recognition of the additional duties described above.