



IDENTIFICATION

Department		Position Title	
Aurora College		Residence Life Supervisor	
Position Number		Community	Division/Region
91-13152		Fort Smith	Thebacha Campus

PURPOSE OF THE POSITION

The Residence Life Supervisor (RLS) is responsible for the security of all Thebacha Campus students and families, employees, visitors and property. This includes ensuring a safe and secure environment that is conducive to the personal development and study requirements of student residents. The RLS works within the context of the College's vision and principles, the Aurora College Policies and Procedures Manual, and in accordance with housing rules and regulations.

SCOPE

The RLS makes a significant contribution to the operation of the campus and has a significant impact on the safety and security of students in housing, on campus, and in the community. The RLS is expected to maintain and ensure that policies and procedures are followed in the safety, security, and operation of college facilities. Failure to maintain and apply policies and procedures may result in an unsafe and/or non-secure environment for students and their families. It will also mean that students will have difficulty completing their studies and may not have a positive, satisfactory, or meaningful college life experience.

Thebacha Campus Residence is part of the Student Services Division which includes six indeterminate, full time (1.0) Residence Life Supervisor positions that report to the Residence Coordinator. Under the direction of the Residence Coordinator, and in cooperation with the Student Services Division, the incumbent is responsible for the physical security, operation, maintenance, and living conditions of 138 units including a 52 room single residence, 28 unit one and two bedroom apartments, 18 unit two bedroom row housing, 25 unit three and four bedroom row housing, and 15 detached housing units.

RESPONSIBILITIES

1. Provides for the physical security of students in residence.

- Monitors the activities of residents to ensure they are adhering to Aurora College

policies, procedures, and residence rules by completing security patrols of all student residences including Breynat Hall, Grand De Tour, Aurora Gardens, Thebacha K'ue, and the main campus.

- Ensures all exits and windows at the main campus are secure.
- Confirms that all vehicles are locked, as well as the College compound gate, and the Government compound gate each evening.
- Is aware and intervenes to stop or prevent dangerous, unsafe, or inappropriate activities if students, family members, or others are at risk as a result of these activities (ie. Responding to domestic disputes and Child Apprehension).
- Responds to all emergency and routine situations regarding students by entering student residences and dispersing large groups of people that may be under the influence of drugs and/or alcohol.
- Provides basic counseling and intervention when interacting with suicidal and mentally stressed students and family members until appropriate support arrives.
- Provides emergency response and acts as a college liaison with emergency agencies such as Social Services, Health Centre, Women's and Men's Shelters, RCMP, Fire Department, Ambulance Department, and Bylaw Enforcement.
- Ability to investigate, monitor, and obtain needed maintenance or appropriate intervention within campus facilities.

2. Ensures that the security of the physical environment is adequately and properly monitored according to established policy, procedures, and guidelines.

- Reports any emergencies requiring repairs or maintenance to the Property & Maintenance Technician, Lead Hand.
- Promotes a safe and secure learning and living environment at Thebacha Campus by enforcing College policies and Housing standards.
- Monitors security systems and responds to alarms according to established procedures and guidelines.
- Patrols College grounds and buildings to prevent and detect offenses against persons and properties.
- Inspects interiors of buildings for fire and other safety hazards as well as unauthorized persons.
- Reports all problems concerning maintenance of college buildings to the Residence Coordinator or designate.
- Reports all incidences of College policy and Housing standards, breaches, or any important student information to the Residence Coordinator or designate.

3. Appropriately confronts policy and security matters.

- Composes correspondence and communicates well in order to interpret and relay information and to provide clear direction when enforcing safety and security issues.
- Advises and provides support to students, staff, and visitors on security and safety matters. Responds to potential or perceived threats and takes appropriate action; completes and maintains documentation.
- Observes fire and disorder and is aware of the location of fire fighting devices and is able to communicate effectively with the Fire Department and RCMP.

- Verifies identification cards of patrons in college housing.
- Acts in a professional manner at all times while performing duties and is courteous to all persons, students, employees, and visitors.
- Handles complex issues with professional judgment and discretionary decision making which will have a high impact at both individual and institutional levels.
- Performs duties while dealing with difficult people in a stressful environment with tact and in a clear concise manner.

4. Supervises residences and resident activities.

- Communicates effectively, both orally and in writing, with students, faculty and the general public.
- Provides information for services available at the campus and community level (ie. Counsellors, Resource Centres, Social Agencies, and Personal Interest Groups).
- Supports students who are having difficulties adjusting to residence life, experiencing home sickness, loneliness, or other personal situations.
- Interacts with students by promoting healthy activities at the residence, campus, and community level.
- Takes messages and informs students of incoming calls and messages on the board.
- Deals with students concerning inappropriate or unsafe activities.
- Documents problem situations involving residents and reports them to the Residence Coordinator.
- Recommends the discipline, including up to the eviction, of students who are behaving in an inappropriate or unsafe manner.
- Inspects all kitchens at Breynat Hall to ensure cleanliness and safety.

5. Provides comprehensive and accurate documentation to the Residence Coordinator

- Completes all required documentation for students arriving and exiting college housing.
- Maintains the security of all keys, pertaining to residence, including replacing lost keys and unlocking units for students that have locked themselves out.
- Submits detailed incident reports regarding breaches of Aurora College Policies and Housing Standards to the Residence Coordinator.
- Completes and submits Thebacha Campus building damage reports, maintenance work orders, including lost keys, to the Residence Coordinator.
- Records and maintains a communication log documenting all student, housing, and Thebacha Campus related information.
- Summarizes information accurately and concisely.

6. Performs other related duties as required.

- Coordinates with staff from the Student Success Centre regarding orientation of new students.
- Possesses knowledge of types of fires and what types of equipment may be used in various types of fires.
- Acquires valid and up to date first aid and CPR training and is prepared, if necessary, to administer such first aid. Copies of certificates must be valid and on file with the office of Student Services.
- Participates in fire drills.
- Verifies that he or she is available for ongoing training prior to the start of each semester.
- Works as a team with other Residence Life Supervisors.
- Assures that privileged information remains confidential.
- Requires the ability to work independently, with little or no supervision, in all aspects of the job duties.
- Attends regular staff meetings.
- Maintains a genuine interest in working for the students' best interests with a positive attitude.
- Operates a computer with medium skills.

WORKING CONDITIONS

Physical Demands

The incumbent is expected to be physically active by participating in regular patrols going from one building to another. The incumbent will be expected to move objects, weighing up to 50 pounds, at least once a day and spend time physically bending or kneeling to inspect residence facilities. In some cases the incumbent is expected to use physical presence as a means to deter students from engaging in activities contrary to residence rules and College policies. The incumbent is aware that he or she may be physically harmed.

Environmental Conditions

The incumbent is located in a busy College environment. He or she is subjected to constant noise and activity. The incumbent is also expected to visit several facilities in the course of his or her duties, which involves a portion of time outdoors, sometimes in inclement conditions. In addition, the incumbent is expected to respond to disturbances which include parties, violent altercations, unknown dangers, intoxicated persons under the influence of drugs and/or alcohol (3-7 times a week). The incumbent is required to enter residence units that may have up to 15 or more people in the unit. In these situations the RLS deals with multiple people at the same time in close quarters. The incumbent may be exposed to second hand smoke 1-3 times a month. The incumbent works in an environment where he or she can be exposed to communicable diseases and bodily fluids (i.e.: blood, spit, vomit, and urine). This rate of exposure increases when the incumbent is involved in direct interventions with other people.

Sensory Demands

The incumbent must use the combined senses of sight, touch, smell, and hearing to maintain an awareness of his or her work environment to prevent potentially disruptive and dangerous incidents from occurring. The incumbent must be especially adept at listening to and understanding others from a variety of cultural backgrounds. As the incumbent is required to enter housing units, he or she may be exposed to unsanitary conditions and potentially abusive (verbal or physical) people. He or she must be able to understand verbal, non-verbal, and other conflicting messages when dealing with students, family members, and guests.

Mental Demands

The incumbent is faced with the significant mental demands of working shift work and the impact this may have on his or private life. The incumbent will experience stressful situations concerning students experiencing problems of loneliness, being away from their home community, adjusting to school, and personal issues. Stress is a factor when dealing with student's activities and the need to intervene in difficult situations including dealing with intoxicated students and guests acting in an inappropriate or unsafe manner. The incumbent will also be subjected to major incidents of violence (including firearms and other weapons), domestic disputes, suicides, accidental deaths, and child apprehension. Verbal abuse and the threat of physical abuse are ever present. The incumbent is always aware of the unpredictability of responses and possible threats from students when delivering letters of discipline and eviction. The incumbent may have to recommend decisions that affect a student's residency. The incumbent may be subject to phone calls and direct disruptions to family life during off-duty hours. The incumbent is required to go from low stress to extreme stress mental demands at any time with no warning or predictability.

KNOWLEDGE, SKILLS AND ABILITIES

- A sound knowledge of the principles, practices and operation of student residence facilities
- Knowledge of policies, procedures, rules and regulations concerning on campus living and facility operations and maintenance
- Knowledge of establishing budgets and internal policies and procedures
- Ability to assess and develop service delivery options
- Ability to work with students from diverse cultural and language backgrounds
- Possess strong written and verbal skills, and strong research skills
- Knowledge of the best practices in the coordination of tutors, training, educational courses, workshop and presentation skills
- Demonstrated compassion and empathy for students
- Working knowledge of computer programs, including student records system, email and Internet programs, Microsoft Office programs, financial programs and PeopleSoft

Typically, the above qualifications would be attained by:

This type of knowledge would normally be acquired by completion of a diploma or certificate program pertaining to security services and two years' experience working in a security

setting. As well, the incumbent must have a GED and/or High School Diploma. A valid class 4 driver's license is also required.

A satisfactory criminal records check is a prerequisite for employment.

ADDITIONAL REQUIREMENTS

- WHMIS
- Class 4 Driver's License
- Current Standard First Aid and CPR-C

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☐ French preferred

Indigenous language: Select language

- ☐ Required
- ☐ Preferred