



IDENTIFICATION

Department		Position Title	
Aurora College		Manager, Thebacha Student Residences	
Position Number(s)	Community	Division/Region(s)	
91-2095	Fort Smith	Student Services Division	

PURPOSE OF THE POSITION

The Manager, Thebacha Student Residences is responsible for supervision and oversight of Residence Life Supervisors and daily administration of all facets of the Thebacha Campus student residential facilities and operations. The incumbent is responsible for establishing a residence community that is student-centred, culturally inclusive and supports the academic and non-academic success of adult learners. This includes ensuring a safe and secure student environment that is conducive to the personal development and study requirements of student residents. This shift work position also includes ensuring that facilities and operations are maintained in a safe, clean, orderly and effective manner. The Manager, Thebacha Student Residences works within the context of the College's vision and principles, the Aurora College policies and procedures and in accordance with the Landlords and Tenants Act.

SCOPE

The Manager, Thebacha Student Residences makes a significant contribution to the operation of the Campus and has a significant impact on student residents and outside organizations, particularly businesses and vendors which provide goods and services to the residences. The Manager, Thebacha Student Residences is expected to ensure that policies are followed and develop/revise rules and procedures related to the safety, security and operation of the residence facilities. Failure to maintain and apply policies and procedures may result in an unsafe and/or non-secure environment for student residents and their families. It may also contribute to students having difficulty completing their studies and not having a positive, satisfactory and meaningful College life experience.

The Manager, Thebacha Student Residences is located in Fort Smith and reports directly to the Director, Thebacha Campus, however, the incumbent works off campus and works in a largely independent and self-directed basis. Interpretation of policy and procedures is done in consultation with the Director, Thebacha Campus. There is some flexibility in the development of residence rules. The incumbent is directly responsible for the operations,

maintenance and living conditions of campus residences, including 52 single residences with shared kitchen facilities in Breynat Hall, 46 one and two bedroom apartments in two separate apartment complexes, 25 three and four bedroom apartments in a leased apartment complex and 15 detached housing units; total occupants 310. The incumbent manages an annual budget of \$940,000 and is responsible for spending decisions on a corporate VISA card. The Manager, Thebacha Student Residences supervises 16 staff consisting of full time Residence Life Supervisors and Relief Residence Life Supervisors.

The duties of the position are carried out in accordance with the *Aurora College Act*; Aurora College Strategic and Business Plans; Aurora College bylaws, policies and procedures; the UNW Collective Agreement; the *Financial Administration Act*; the *NWT Human Rights Act*; and other GNWT legislation, regulations and policies.

RESPONSIBILITIES

1. Manages and coordinates residential operations.

- Ensures that on campus living policies, procedures, rules and regulations are implemented and maintained
- Establishes effective reporting procedures and methods of feedback as a means of monitoring on campus living activities
- Takes appropriate action to reinforce and support a healthy physical and mental environment that supports student daily living and studying
- Processes applications for accommodations and assign units in a timely manner
- Communicates with prospective student residents concerning campus living and the community
- Ensures that routine and emergency maintenance requests are carried out in a safe and satisfactory manner
- Reprimands students, as necessary, as a result of inappropriate behavior and /or breach of policy in consultation with the Director, Thebacha Campus
- Researches and produces requisitions for residential fixtures and furnishings as required
- Initiates the process for collecting tenant damage costs as required
- Liaises with the Student Association and the Director, Thebacha Campus regarding student ideas/concerns in regards to student residence
- Administers and provides monthly rent invoices to students; maintains records systems of student files concerning residence
- Orders residence supplies

2. Manages and supervises Residence Life Supervisors, both full time and relief workers.

- Provides direction and information to staff regarding student and campus activities
- Prepares shift and leave schedules in compliance with UNW Collective Agreement and GNWT Human Resources Manual
- Responsible for regular PeopleSoft approvals, e-Performance reviews and planning reports for staff
- Participates in interviewing and selecting staff

- Promotes respect and appreciation for the multi-cultural backgrounds of all students
 - Coordinates and recommends professional development training activities for all Residence Life Supervisors.
 - In consultation with Director, Thebacha Campus and GNWT Human Resources staff, enacts progressive discipline process as required.
- 3. Manages and supervises contract and support staff.**
- Initiates the preparation of contracts for goods and services to meet residence operational needs
 - Monitors and supervises services provided by contractors including janitorial services, repair and maintenance services
 - Issues work orders for the repair and maintenance of equipment and residence units
 - Manages and supervises part time/full time student workers when required
- 4. Manages and coordinates daily events and situations independently and/or in consultation with Director, Thebacha Campus (as situation requires)**
- Troubleshoots emergency student concerns regarding housing which require immediate assistance
 - Troubleshoots student mental, emotional, physical crisis which require intervention with internal and/or external supports
 - Troubleshoots infrastructure breakdown situations which require multi agency communication and assistance to resolve
- 5. Completes other related duties associated with the position of Manager, Thebacha Student Residences**
- Creates and regularly updates a resident student handbook
 - Writes and edits other residence information
 - Consults/liases with the Vice President, Student Affairs, Director of Finance/CFO and Registrar regarding housing availability and residence operations and maintenance
 - Prepares information packages for prospective students
 - Contributes to marketing and promotional materials
 - Provides counseling services when required and refers students to the Campus Counsellor when appropriate

WORKING CONDITIONS

The Manager, Thebacha Student Residences experiences a very dynamic work environment with high stress factors, year round weather conditions, and moderate physical demands. Work volume is unpredictable

Physical Demands

The incumbent is expected to spend 2-3 hours each day visiting residence facilities in all 4 seasons of the year; this involves a significant amount of walking both inside and outside of the residence facilities. The incumbent is also expected to lift heavy objects (50-80lbs), including refrigerators, stoves, couches, tables, beds, while visiting units and can be called out

to work during evening and weekend hours, primarily between September and June, depending upon situations arising.

Environmental Conditions

The incumbent is located in an office in the main residence facility, but must be prepared to work and walk outside during spring, summer, fall, and winter weather conditions up to 8 hours per day, 5 days per week. The incumbent is required to assist with building maintenance and janitorial operations which would involve the use of cleaning products and exposure to bodily fluids (e.g. blood, spit, urine) and human waste on a daily basis.

Sensory Demands

The incumbent must be prepared to spend up to 8 hours per day in intense concentration both of a technical nature and of an interpersonal nature. The incumbent must be especially adept at listening to and understanding others from a variety of culture backgrounds. The incumbent must also spend extended periods of time using a computer which requires a great deal of attention to detail. The incumbent is expected to carry an on-call cell phone during all working hours (8 hours per day, 5 days per week). This phone rings regularly and must be answered and queries acted upon.

Mental Demands

The incumbent is faced with significant mental demands stemming from the demands of shift work, the need to communicate with others on a regular and ongoing basis; as well as after hours and throughout the night. Stress can be caused by the need to inform others of sensitive and often disappointing information, reprimanding students for inappropriate behavior and even evicting students. The incumbent also spends a great deal of time listening to, and counseling, student residents who are away from home communities and family members. Stress is also caused by student activities and the need to face difficult and dangerous situations which are a risk to personal safety through dealing with student residents or guests who are intoxicated and/or acting in an appropriate or unsafe manner. The Residence Manager is exposed to emotionally disturbing circumstances including suicide, suicide attempts, physical beatings which require medical attention, removal of children by Social Services, and spousal arguments requiring RCMP intervention.

Stress can also be caused by dealing with staff issues that may require progressive disciplinary action.

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
- Ability to enforce and coaching others to follow internal policies and procedures
- In depth knowledge and understanding of northern cultures and politics, including how people from various cultures are likely to interact within the confined spaces of the residence facilities

- 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:

- Completion of a Diploma program in Recreation, Human Resources, Business, Adult Education
- 3 years experience in educational program delivery, educational service delivery and/or facility/residence programming
- 5 years Supervisory/Management experience
- Possession of a valid Class 4 Driver's license
- Current Standard First Aid / CPR-C / AED

ADDITIONAL REQUIREMENTS

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 applies)

- ☐ 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

Aboriginal language: Choose a language

- ☐ Required
- ☐ Preferred