

2022/2023 Residence Advisor (RA) Position

Application Information

It is important that you read all of the information provided in the application package prior to completing and submitting your application, including:

- Application Information
- Position Description

Eligibility

An individual representing the diverse student populations at University Family Housing will be sought to fill the available RA position. This RA employment continues through August 21, 2023.

The Residence Advisor must be enrolled as a full-time student at the University of Toronto and must remain a full-time student for the duration of their contract. *Preference will be given to those who have studied at the University of Toronto for more than one year.*

Applicants must live at either 30 or 35 Charles Street West. Preference will be given to those who have lived 30 or 35 Charles Street West for more than one year.

Academic excellence and demonstrated leadership skills are assets. Strong interpersonal skills and previous experience working in a residence environment are preferred.

Application Submission

To apply for the University Family Housing Residence Advisor position, you must submit the following to communications.ufh@utoronto.ca :

1. A pdf cover letter (max. one page) that includes a description of why you are applying and why you believe you are a suitable candidate for this position;
2. A pdf of a current resume (max. two pages);
3. The online application form (will automatically be submitted to the Residence Life Coordinator (RLC) available at: <https://forms.office.com/r/YkNK2kbXWm>)
4. A pdf typed response (max. 500 words) to the following question:
 - a. *University Family Housing has a diverse population with representation from many different backgrounds and cultures from around the world. Please describe some challenges an RA might face when attempting to communicate important information to their section of residents. As an RA, what would you do to help overcome these challenges?*

To apply for the University Family Housing Residence Advisor position, you must also arrange for two letters of reference to be submitted on your behalf. Each referee must submit their letter of reference independently. All letters of reference must be received by 4:30 pm on Monday, October 31, 2022. Please ask these references to send their letters from an official company

email to the Residence Life Coordinator, University Family Housing at communications.ufh@utoronto.ca. If this is not possible, please email the same address directly to assess the situation.

Deadline for all submissions: Monday, October 31, 2022 at 4:30pm

Resumes, cover letters, and typed responses should be submitted in one email as .pdf files, labelled with the applicants last name, first initial and type of file (e.g. smithjresume). All references should be submitted via email by the referee directly. The online application will be submitted automatically but must be completed before the deadline. *Late packages will not be considered.* Please submit all documents to:

- Residence Life Coordinator, Education & Communication
- Email: communications.ufh@utoronto.ca

Interviews

Only applicants selected for an interview will be contacted. Candidates will be emailed to set an interview time. First-round interviews will be held virtually via Microsoft teams (or an alternative video conferencing service).

Inquiries

If you have any questions, please email communications.ufh@utoronto.ca.

2022/2023 Residence Advisor Job Description

Description/Summary

The role of the Residence Advisor (RA) at University Family Housing is diverse. The RA role is an extension of the Residence Office, assisting with the communication of information to residents in 710 apartments. Each RA is responsible for a section of apartments. The RAs give new families an orientation and provide information to the students and their families regarding building issues, concerns, and updates on current projects. The RAs serve as liaisons, connecting students and their families to relevant resources at the University of Toronto as well as those available through the City of Toronto. The RAs also foster a sense of community within the residence buildings. The RAs serve as role models for residents, demonstrating appropriate conduct and abiding by rules.

The RAs are part of the Residence Life Team, which also includes the Residence Life Coordinator, Education & Communication; the Residence Life Coordinator, Community & Recreation; and the Community & Recreation staff. RAs report directly to the Residence Life Coordinator, Education & Communication, and indirectly to the Manager, Residence Life & Admissions (or designate). The RAs support the 2 Residence Life Coordinators in the overall administration of the residence buildings. The RAs work toward the goal of fostering community and fulfill a variety of duties as outlined in this position description and the Terms of the Employment contract.

During the 2022-23 school year, we will resume in-person activities in accordance with public health and university reopening guidelines. Duties will return from online to in-person in response to the ongoing pandemic situation.

General Roles and Responsibilities

- Assists with enforcing University Family Housing and University of Toronto policies and regulations, including the Student Code of Conduct.
- Makes an effort to be familiar with ongoing building improvements, building issues, and upcoming changes in order to relay information to their community.
- Responds to emergency situations and refers to appropriate university personnel.
- Twice weekly walks the halls and common areas of the buildings, and reports any maintenance, safety, or security issues, including any violation of the residence rules and regulations to the Residence Office.
- Promotes and supports the work of the Residence Office, the Admissions Department, and Community & Recreation.
- Provides assistance in promoting, advertising, and performing assigned tasks for Community & Recreation events and programs.
- Is knowledgeable of the details of the University Family Housing lease, handbook, and other printed material distributed to residents.
- Is familiar with maintenance work order procedures and contractor work procedures and advises residents accordingly.

- Assists with crowd control and communications during building emergencies (e.g., floods, elevator failures, electrical failures, fires)

Building Communications

- Holds regular office hours at the Residence Life Centre reception desk, with additional coverage during approved co-worker absences.
- Regularly visits the Residence Office to receive updates and to provide feedback from residents to staff.
- Delivers important messages and communications to residents in their community and other areas as determined by the Residence Life Coordinator, Education & Communication.
- Performs regular walking rounds of the residence.
- Participates in three times per year door-to-door visits with residents in their community.
- Reports any issues, concerns, incidents, or exceptional situations to the Residence Life Coordinator, Education & Communication in a timely manner.
- Checks the official RA email address **on a daily basis** for information from the Residence Office, and regularly uses the RA online calendar for events and scheduling updates.
- Communicates regularly with other RAs for the purpose of sharing information and concerns.
- Maintains bulletin boards, creates communications, and posts relevant notices on bulletin boards in their sections as received and directed by the Residence Office, the Admissions Department, and Community & Recreation.
- Communications between team members and/or Residence Life Coordinator, Education & Communication are conducted using a variety of methods: phone, Slack, email, in person and team meetings, and may be subject to change.

Accountability, Responsibility and Awareness

- Each RA has specific responsibilities for their community, as well as general responsibilities throughout the residence buildings, including coverage of coworkers' duties while on approved leaves of absence.
- Assumes additional responsibilities in the event of a staffing decrease.
- Each RA acts in a manner that respects residents' confidentiality and demonstrates sensitivity to the complexity of issues involved with living in a diverse resident population and within a student family residence.
- Demonstrates compassion and understanding towards a diverse international student population who may not be familiar with Canadian cultures and customs.
- Uses initiative and creativity to express the nature of the communication when dealing with family members who do not speak or understand English (e.g., uses gestures, pictures, writes information down, finds someone fluent in their language, uses translation apps if necessary).
- Is involved in the community by answering questions, providing support, and regularly visiting residents within their section.
- Assists in fostering community within residence buildings by being a source of information on matters pertaining to University of Toronto and City of Toronto resources.
- Is familiar with residents in their section, which is reflected in knowing residents' names and introducing new residents to other community members.

- Refers residents seeking assistance to the appropriate resources and individuals.

Programming, Meetings, Orientation, Move In, & Documentation

- Plans, prepares, implements, and reports on educational and social programs and activities.
- Attends and aids at Community & Recreation building events and programs, as directed by Residence Life Coordinator, Community & Recreation, and Residence Life Coordinator, Education & Communication.
- Attends weekly and monthly scheduled meetings with the Residence Life Coordinator, Education & Communication and staff.
- Is available to meet regarding community concerns that may arise.
- Assists with new resident move-in front desk procedures when the official move in day falls on a weekend, statutory holiday, or upon request from the Residence Office.
- Orients new residents to their apartment, building, and community by facilitating move-in orientation sessions, and tracking, documenting and reporting attendance to the Residence Life Coordinator, Education & Communication.

Availability and Time Commitment

- RAs must be able to work 10-15 hours per week.
- The RA employment contract is based on a mutually agreed upon start date and continues through August 21, 2023.
- This time is divided between office hours, walks through the residence, meetings, programming preparation and implementation, event and program assistance, resident visits and interactions, and responding to issues or concerns that arise.
- The RA must be available to respond to a situation-which the Residence Life Coordinator, a Manager, or the Assistant Director, deems urgent.
- The RA must be available during Statutory Holidays, Reading Week, the December closure period (as needed) and examination periods.
- RAs participate in daily rotational on-call phone shifts once per week.
- Being on-call is for the purpose of receiving and sending communications throughout the buildings if needed and may be needed to provide personal support to residents. If there is an incident in one of the buildings and security or campus police respond, then it is the responsibility of the RA who has the on-call phone to ensure that information gets funneled to the appropriate people.
- The RA that has the on-call phone will detail events that occur when the Residence Office is closed.
- On-call coverage continues through statutory holidays.

Conditions of Employment

- All terms and conditions as outlined in the lease agreement and the Residential Tenancies Act apply to the RA.
- An RA must be registered as a full-time student at the University of Toronto (in either an undergraduate or graduate program) until August 2023 and maintain good academic standing throughout their period of employment.

- The RA is expected to provide a daytime and evening phone number to the Residence Life Coordinator, Education & Communication which can be used to contact the RA for regular communications and/or urgent matters.
- The RA is expected to give this position first priority over other extra-curricular activities.
- **Each RA is required to be available for mandatory staff training.**
 - These mandatory training sessions are intensive, and it is expected that the RA give their full attention to training during this time.
- Must be available to assist with the hiring/training process of new Residence Advisors when needed.
- First Aid and CPR training may be scheduled if required.
- RAs attend central staff development training sessions (dates to be determined).

Fulfills additional duties as required.

Remuneration

From the mutually agreed upon start date, until August 21, 2023, you will receive a monthly stipend, equivalent to an annual salary of \$10,000.00, subject to deductions required by law. The last stipend payment will be August 2023. As a casual employee of the University, you will not be eligible to enroll in the University's benefit plans.