Position Title: Residence Advisor
Division: Ancillary Services
Department: Graduate House
Immediate Supervisor: Assistant Dean, Residence Life and Communication
Remuneration: Private Room in staff apartment in Graduate House, monthly food/grocery stipend.

Position Summary
Reporting to the Assistant to the Dean, Residence Life and Communication (ADRLC), Residence Advisors (RA) at Graduate House assist in building community within the residence and providing residents with support and referrals in the event of academic and personal problems. They function as mediators in the event of conflicts between suitemates, program initiatives geared towards graduate students, and help ensure the safety and security of the building. Building on the Graduate House Residence Curriculum, each RA is assigned a specialization or “pillar” that they focus on when programming and supporting students. The RAs work in close collaboration with other members of the residence life staff and the Graduate House administration to promote a community conducive both to study and to collegial interaction.

Responsibilities

1. Specialization
   a. Each RA will be assigned a specialization to focus their programming and student support initiatives. These positions are ranked by the RAs and will be assigned before the RA begins his/her contract. The specializations include: Equity and Inclusion, Health and Wellness, Academics, International and Global Perspectives, Toronto Community, Graduate House Community, and Professional Development.

2. Community Management
   a. Working with members of the residence life staff to provide support and referrals to residents facing academic, personal, emotional, psychological difficulties, or to suites facing conflict.
   b. Assisting with crisis response as required.
   c. Complete on-call shifts according to the schedule and fulfil the responsibilities as outline by the Head RA and ADRLC.
   d. Recognize and be knowledgeable about the diverse student population in areas. Adapt to provide leadership and support the needs of the specific communities.
e. Manage student issues (e.g., suitemate conflicts, mediation, etc.) as they arise.

f. Maintain regular RA Office Hours for drop-in availability for students.

g. Be a positive role model for students and increase avenues of communication with students by maintaining visibility, availability and approachability.

h. Be knowledgeable of emergency response procedures and implement as required.

i. Support student leadership opportunities and programs available in residence and/or on campus.

j. Demonstrate basic mediation and problem-solving resolution skills when addressing conflicts and community issues.

k. Upholding through example and advice the policies of Graduate House established by the Graduate House Governing Body, set forth in the Occupancy Agreement and implemented by the Graduate House Administration.

3. **Team Development**

   a. Participate in opportunities for the team to socialize in formal/informal settings.

   b. Attend and actively participate in weekly meetings with the Residence Life Staff.

   c. Participate in providing performance appraisals and on-going feedback for Residence Life Staff.

4. **Programming**

   a. Budgeting effectively the programming budget that is provided to each RA.

   b. Program towards their specialization throughout the year by creating and measuring specific outcomes.

   c. Serve as a resource for the creation of positive, intentional, and engaging programs.

   d. Organize, present and support programs in the area/residence.

   e. Practice risk management when planning and implementing programs.

   f. Complete 1-1 meetings with residents each term.

5. **Administrative Duties**

   a. Keep the confidentiality of the department, students and staff.

   b. Check e-mail/voice-mail/text at least once a day and respond daily to all e-mail/text and voice-mail messages.

   c. Other duties as assigned.
Qualifications Required

Education: Incumbent must be a registered full-time student at the University of Toronto in a graduate or second-entry program.

Experience: Experience in student leadership, conflict management, developing and implementing programs/events, student mentorship.

Skills: Ability to work in a team, leadership, strong written communication, problem-solving skills, strong work ethic, analytical/quantitative skills, strong verbal communication skills, strong initiative, and detail oriented. Ability to make and meet deadlines/schedule is essential.