

## **RESIDENCE ADVISOR POSITION DESCRIPTION**

### **POSITION SUMMARY**

Reporting to the Assistant Dean, Residence Life and Communication (ADRLC), Residence Advisors (RAs) at Graduate House build community within the residence, uphold Graduate House core values and Community Standards, provide residents with support and referrals in the event of academic and personal difficulties, respond to emergencies and critical incidents, function as mediators in the event of conflicts between suitemates, undertake programming initiatives geared towards graduate students, and help ensure the safety and security of the building and our residents. Each RA is assigned to a section of the residence and has a special responsibility for getting to know the residents in their section and for providing any needed support on an ongoing basis. Each RA will also be assigned at least one on-call shift per week, during which they will provide support and respond to emergencies and critical incidents for the whole residence. Finally, each RA is assigned a content area or theme within which they will develop specialized programming supporting all Graduate House residents. In all their areas of responsibility RAs collaborate closely with other members of the Residence Life Staff, with the Graduate House administration, and with campus and community partners, to support our residents and promote a community conducive to the academic, professional, personal, and social well-being of its members.

### **RESPONSIBILITIES**

#### **Community Support**

- Work with members of the Residence Life Staff to provide support and referrals to residents facing academic, personal, emotional, or psychological difficulties, or to suites experiencing conflict. This applies both to the residents living in the section of Graduate House to which they are assigned, and to all residents of Graduate House when they are on call.
- Assist with crisis response as required (whether on-call or not).
- Complete on-call shifts according to the schedule and fulfil on-call responsibilities as outlined by the ADRLC.
- Recognize and be knowledgeable about the diverse student population in the section of Graduate House to which you are assigned, provide leadership, and support the diverse needs of your assigned community.
- Manage student issues (suite mate conflicts, mediation, etc.) as they arise (both within your section and when on-call).
- Maintain regular RA Office Hours for drop-in availability for residents.
- Hold one-on-one meetings with all residents within your section of the residence once a term.
- Be a positive role model for residents and increase avenues of communication with residents by maintaining visibility, availability, and approachability.
- Be knowledgeable of emergency response procedures and implement as required.
- Support student leadership opportunities and programs available in residence and on campus.
- Demonstrate basic mediation and problem-solving skills when addressing conflicts and community issues.



- As leaders, role models, and mentors within the residence, RAs are expected to conduct themselves appropriately at all times (on and off duty, and on line) and in a manner consistent with the goals and values of Graduate House and the University of Toronto, and to uphold through example, direction, and advice the policies of Graduate House set forth in the Occupancy Agreement and in the Residence Handbook, and other notices or policies implemented by the Graduate House Administration or the University of Toronto from time to time.
- Assist with special events like move-in day & other building-wide events
- Other duties as assigned.

### **Team Development**

- Participate in opportunities for the team to socialize in formal and informal settings.
- Attend and actively participate in weekly meetings with the Residence Life Staff.
- Participate in providing performance appraisals and on-going feedback for Residence Life Staff.

### **Programming**

- Building on a Graduate House Residence Curriculum, each RA is assigned a special area of focus for their programming and student support initiatives, as well as a limited budget to support them. These programming specializations are assigned before RAs begin their contract. Current specializations include: Equity and Inclusion, Health and Wellness, Academics, International and Global Perspectives, Toronto Community, Graduate House Community, and Professional Development.
- Create positive, intentional, and engaging programs for the whole residence within your assigned programming area, throughout the year.
- Create positive, intentional, and engaging student support initiatives throughout the year for your assigned section of the residence.
- Effectively plan and manage your programming budget.
- Assess the effectiveness of your programs throughout the year by measuring them against specific outcomes as demonstrated in the Residence Curriculum.
- Practice risk management techniques when planning and implementing programs.
- Other duties as assigned.

### **Administrative Duties**

- Maintain the privacy and confidentiality of the department, students, and staff.
- Check e-mail and voicemail at least once a day and respond daily to all e-mail and voice-mail messages.
- Other duties as assigned.