

Queen's Doctoral Internship in University Administration (QDIUA)

Job Description

Office/Department/Program: Housing & Ancillary Services

Number of Positions: 1

Fellowship Mentor (if identified at this time): Leah Wales

Brief Description of Your Unit/Organization:

Housing & Ancillary Services manages over 1.2 million square feet of student living and dining spaces and a year-round hotel/conference centre. The university houses 5,500 students in 17 residence buildings, an apartment tower, an upper year housing complex and 60+ properties in the near campus community. We operate 3 dining halls and numerous retail foodservice locations on campus, along with the Donald Gordon Hotel and Conference Centre and also provide Event Services supports to the entire university community and external clients.

The university's residences typically house 90% of the first year class, contributing significantly to a successful transition to university life for thousands of students annually. We create a community environment where all of our students can feel a sense of belonging, build resilience, and be academically successful. We encourage the personal development of our community members by fostering a sense of belonging, providing a wide range of educational and academic programming.

We are committed to creating and supporting communities where equity, diversity, inclusion, and indigeneity are embraced and celebrated. We are strengthened and enriched by our diverse backgrounds, perspectives, and lived experiences. We are committed to doing what is necessary to alter deeply entrenched behaviours and structures that perpetuate inequities. We are actively working to eliminate discrimination, injustice, and violence and engage our communities in meaningful dialogue and action.

We work with partners across Student Affairs and with Faculties to promote a collaborative and responsible campus community, fostering wellbeing and advancing the university's EDII and Sustainability objectives to meet the evolving needs of our diverse student population.

We are excited to offer an opportunity to supervise and mentor a Ph.D. student as they work on a project while learning more about how our department fits into the wider landscape of the university's administrative processes.

Intern Responsibilities and Learning Outcomes:

Role Summary

- The intern will assist the Executive Director, Housing & Ancillary Services and the leadership of the Residence Life and Services team with the development of a comprehensive assessment framework for the training and performance management of residence Dons.
- Approximately 140 upper year student Dons live across 17 residence buildings on campus. Dons are hired and trained by Residence Life and Services to support residents and create a safe and

engaged community. They are trained in peer counselling, conflict mediation, community development, leadership, and much more. They are expected to be knowledgeable about campus resources to be able to refer residents to various support services.

- Dons receive a comprehensive two-week training program in August and on-going Professional Development
- Project deliverables will include:
 - Review of the training content, learning objectives and the performance assessment tools/processes used currently
 - Complete an analysis of alignment between training content, RLS values/objectives (as outlined in Residence Community Standards) and the current Don performance management tools and processes, to identify any gaps or areas for improvement, particularly as it relates to taking theory into practice
 - Develop a framework (including identifying appropriate timelines) to assess the effectiveness of our training program to appropriately equip Dons to be able to create connectedness within their residence communities and help to build environments in which all of our residents can thrive

Key Responsibilities

- Develops project plans and work plans to determine project goals, scope, tasks and deadlines
- Conducts research related to assessment tools, including common practices and resources at comparable institutions and other on-campus units
- Interviews past and current Dons, RLCs and other staff/partners, to gather first-hand feedback on their perceptions of effectiveness of the current training program
- Develops and reviews drafts of an assessment framework, in collaboration with Residence Life & Services team; assesses and incorporates feedback into a final draft
- Identifies recommendations for areas of training that may need enhancement, particularly in areas of equity, diversity, inclusion and Indigeneity
- Identifies opportunities to enhance link between theoretical training content and practical application
- Collaborates with the RL&S team and other campus partners involved in the Don training program to identify subsequent opportunities for individual interventions and supports, where performance gaps may arise
- Writes reports to summarize research, feedback and recommendations

Intern Learning Outcomes

During this internship, the intern will further develop the ability to:

- Coordinate a project through the design and execution of project plans and works plans
- Understand and interpret established guidelines, procedures, and processes for collaborating within Housing & Ancillary Services and communicating and consulting with staff and campus partners
- Communicate clearly and professionally
- Manage time and meetings using a shared calendar
- Work independently in a highly collaborative team environment

- Apply office-specific organizational and time-management strategies to manage competing priorities and meet deadlines
- Design feedback mechanisms, assess feedback and make decisions based on feedback gathered
- Use an EDII lens when developing student resources and delivering workshops
- Assess work performance and skills development, as well as future career development goals

Desired Qualifications

Required:

- Project coordination skills and experience coordinating small to medium sized projects
- Experience working on a team, using interpersonal skills to build positive and productive working relationships with others
- Ability to be adaptable and flexible
- Time management and organizational skills required to manage competing priorities and meet deadlines
- Demonstrated analytical, interpretive, research and problem solving skills. Ability to synthesize information from a wide variety of sources. Ability to conceptualize creative plans and workable solutions.
- Strong written communication skills
- Proficient in the use of personal computers and the software applications normally associated with them (i.e., Microsoft Office, web browsers, etc). Ability to adapt to emerging technology and new software.
- Demonstrated commitment to principles of equity, diversity, accessibility, inclusion, Indigenization and human rights for equity deserving groups. Respects diversity and promotes inclusion in the workplace.

Additional Assets:

- Experience conducting needs assessments, focus groups, and consultations.
- Knowledge of housing/residence services
- Familiarity with active learning principles
- Ability to assess needs of students and determine how to meet those needs

Housing & Ancillary Services is excited to welcome a doctoral intern to our team! Along with the project and responsibilities described above, the intern will gain a more comprehensive understanding of how the department fits within the broader landscape of Student Affairs and the university administration structure. The intern will be exposed to the H&A leadership team through attendance at relevant meetings and working groups. Through bi-weekly mentorship and coaching conversations with their supervisor, the Executive Director, Housing & Ancillary Services, the intern will learn more about the scope of this diverse and unique portfolio and how it contributes to the university's dynamic campus and supportive, student-centered learning environment.

