

# Queen's Doctoral Internship in University Administration (QDIUA)

## Job Description

**Office/Department/Program:** Housing & Ancillary Services

**Hiring Coordinator:** Leah Wales

**Hiring Coordinator Email:** [edhouse@queensu.ca](mailto:edhouse@queensu.ca)

**Job Title:** Housing and Ancillary Services Intern

**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 5,700+ students in 18 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 and oversee the university's liquor licences.

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 a review of the Living Learning Community Program within Residence
- Living Learning Communities (LLCs) are individual floors or clusters of rooms within residence buildings in which students who share similar interests and values can engage in creative, social, and educational programming related to the topic of your specific community. LLCs are either interest-based or Faculty-based – see more details about our [LLCs here](#).
- Approximately 300 students currently live in our eight LLCs, which are located in two of our main campus residence buildings
- Project deliverables will include:
  - Review of the Living-Learning Community program, through assessment of website information and discussions with staff and program partners, in particular the Academic Initiatives Coordinator who oversees the program
  - Complete a sector scan and compile data on the LLCs at identified comparator institutions in Ontario, including types of LLC, approaches for student selection, nature of programming offered and nature of involvement of faculty, campus and other partners in LLC program delivery
  - Develop and administer a survey to current LLC students and their Dons; coordinate and execute focus groups to gather input on the experiences of both LLC students and LLC Dons and the extent to which stated objectives of the program are being met
  - Compile a summary report and draft recommendations for potential changes to our LLC program

#### *Key Responsibilities*

- Develops project plans and work plans to determine project goals, scope, tasks and deadlines
- Conducts research related to LLCs, including common practices and resources at comparable institutions
- Interviews/surveys past and current students and student Dons, RLCs and other staff/partners, to gather first-hand feedback on their experiences living in an LLC
- Develops and reviews drafts of the project report, in collaboration with Residence Life & Services team; assesses and incorporates feedback into a final draft
- Identifies recommendations for potential revisions to the program, particularly in areas of equity, diversity, inclusion and Indigeneity
- Collaborates with the RL&S team and other campus partners involved in the LLC program to identify opportunities for specific interventions and supports for individual LLCs currently operating
- Writes reports to summarize research, feedback and recommendations and prepares a summary presentation suitable for internal or external distribution

#### *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
- Develop deeper understanding of the ways in which student support services (residence) can enhance the learning environment on campus and foster student academic success
- Communicate clearly and professionally
- Manage time and meetings using an Outlook calendar
- Work independently in a highly collaborative team environment
- Apply office-specific organizational and time-management strategies to manage competing priorities and meet deadlines
- Assess feedback and make decisions/recommendations based on feedback gathered
- Apply an EDII lens when assessing programs and making recommendations
- 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 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 developing surveys and conducting focus groups and/or 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.