
Residence Don

POSITION OVERVIEW

Within Housing and Ancillary Services (Department of Student Affairs), Residence Life and Services aims to create a community environment where all students can:

- Find a sense of belonging: we help students feel connected at Queen's and provide opportunities for active engagement within the campus and Kingston communities;
- Build resilience: we encourage students to problem solve, think critically, accept responsibility for one's actions, and learn and grow from challenging experiences;
- Achieve academic success: we help students identify and strive to achieve realistic and tangible goals that contribute to their overall academic efforts.

We encourage the personal development of our community members by fostering connection, providing a wide range of educational and academic programming, and holding individuals accountable for violations of the Residence Contract.

Reporting to the Residence Life Coordinator, the Residence Don position is a live-in leadership opportunity for upper year students to support and educate residence students. Residence Dons build meaningful individual and community relationships, contribute to the safety and security of our buildings.

The Don positions were certified (unionized) in March 2023. As a result, the Union and University are engaged in negotiating a first collective agreement. Terms and conditions of employment may change as a result of that process.

ROLES AND RESPONSIBILITIES

Overall Expectations

The Residence Don is a front-line resource for residence students and is responsible for the overall implementation of the three Residence Life learning goals: finding a sense of belonging, building resilience, and achieving academic success. Overall, the Don will:

- Establish a visible, available, and approachable presence as a first point of contact for residence students.
- Build rapport and 1:1 relationships with each student in the community.
- Demonstrate and support attitudes and behaviours related to promoting a community and campus that is respectful of diverse identities and backgrounds, and free from harassment, discrimination, and intimidation.
- Contribute to building safety and security through maintaining on-call and office hours.

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- Act as a positive role model for residence students, fellow student staff members, and within the broader campus community.
 - Facilitate informed and specific referrals to campus resources.
 - Build community in area(s) of responsibility where students feel respected and connected to each other.
 - Develop positive working relationships with fellow student staff members, Housing and Ancillary Services staff, and other University partners and colleagues.
 - Work within University policies and take direction, as necessary, from Residence Life professional staff.

KEY RESPONSIBILITIES

Community Leadership

- Maintain regular weekly office hours from 8pm-11pm in complement to on-call shifts:
 - Minimum of one office hour period per week:
 - Exact number dependent on building on-call structure, amounting to a minimum of 3 nights in residence per week (eg. One office hour period and two on call shifts).
 - Dons will identify preferred schedule on a bi-weekly basis, subject to approval by RLC based on operational need.
 - Individual schedules and preferences will be incorporated into overall schedule by building.
 - At least one night in (office hours or on-call shift) must be on a Friday or Saturday night.
 - See sample schedule for an example.
 - Be available and visible in assigned community with door open.
 - Address individual, community, and conduct issues as needed.
 - Time can be spent hosting drop-in hours for community, having intentional conversations, conducting community rounds, completing administrative tasks, and/or facilitating programming requirements.
- Mediate roommate/floor mate conflicts.
- Communicate all facility concerns and damages via the ARCHIBUS MRO system, and escalate to RLC if ongoing/safety concern.
- Establish 1:1 rapport with each resident in area of responsibility.
- Develop and implement communication protocol to ensure residents are informed of information and events.
- Eat in the residence dining halls with residents regularly throughout the academic year.
- Make an effort to get to know residents in other areas of building.
- Role model and promote inclusive and respectful behavior in area(s) of responsibility.
- Arrange follow up conversations with students after notable interactions, as directed by Residence Life professional staff.
- Make appropriate, timely, and informed referrals to campus resources.

Residence Operations

- Participate in a front-line on-call rotation:
 - Complete regular rounds of area(s) of responsibility.
 - Respond and document violations of Residence Contract in accordance with University policy, including: noise, alcohol and cannabis related incidents, inappropriate behavior, smoking
 - Respond and document emergency and crisis situations in accordance with University policy, including: suicidal ideation, sexual violence, student support (first aid, substance use), power outage, natural disaster (fire, flood, etc.)
 - Document and report facilities issues (including damages).
 - Submit end of shift reports after each shift.
 - Individual schedules and preferences will be incorporated into overall schedule by building.
- Assist in handling emergencies in partnership with other residence staff, Campus Security and Emergency Services, and/or other campus partners as applicable.
- Assist in the student staff recruitment and selection process as directed.
- Assist with end of term room checks in December and April.
- Develop positive working relationships with fellow staff members including Custodial, Front Desk, and Hospitality staff.

Residence Education

- Implement and attend educational and programming initiatives from the Residence Education team, as directed in the Residence Staff Manual.
- Facilitate monthly community meetings.
- Plan, promote, and facilitate informal community building events.
- Keep posters and information updated in area(s) of responsibility.
- Attend all required staff training and development sessions, including August training per the contract and ongoing training throughout the academic year.
- Attend at least one ongoing training session related to furthering knowledge of issues of equity, diversity, and inclusion.

Residence Conduct

- Document violations of the Residence Contract
- Have educational conversations with residents regarding behaviour and policies.
- Ensure that the Residence Contract are maintained, including conducting front-line intervention and reporting incidents through the appropriate channel(s).
- Where possible, and when requested, attend Residence Conduct Board hearings.

Administration

- Ensure community completion of student surveys and feedback processes (Skyfactor, focus groups, program assessment, etc.).
- Read and be familiar with the information included in the Don Manual, Residence Contract, residence policies, and any other material distributed by Residence Life and Services.
- Attend weekly staff meetings, and bi-weekly one-on-one meetings with the Residence Life Coordinator.
- Use the Residence Life database (eRezlife) to thoroughly document work, including submitting individual reports concerning incidents or student interactions.
- Check and action email and voicemail messages daily.

Additional Duties

- Support and assist in coordinating efforts to ensure building safety, security and maintenance in the event of a work stoppage.
- Perform additional duties as directed by Residence Life professional staff.

PROFESSIONAL SKILLS

Leadership & Initiative

Communicates vision, and tasks clearly & authentically; Values, considers and supports differences; Assesses efficiency and proactively leads solutions and new projects

Organization, Time & Project Management

Plans and manages time and resources to achieve goals; Defines objectives, selects priorities, manages workload and delegates when required

Written & Oral Communication

Expresses ideas clearly and convincingly using a variety of verbal and non-verbal methods appropriate to audience; Actively listens to understand

Attention to Detail

Completes tasks with accuracy, diligence and care; Clearly follows procedures; Locates gathers and organizes data effectively

Self-Management

Manages and evaluates own learning, behaviour, well-being and values while practicing ethical decision-making

Adaptability

Changes approach in new situations; Open and responds constructively to feedback; Learns from mistakes; Copes with uncertainty

Collaboration & Teamwork

Makes meaningful contributions in a group environment; Understands group dynamics and respects and values diversity of perspectives in interactions

Fostering Inclusion

Seeks perspectives of diverse voices; Identifies and addresses systemic barriers to inclusion and access in their work

Critical Thinking & Problem Solving

Analyses root cause of problems; Identifies and evaluates strengths and weaknesses of arguments, beliefs and assumptions in complex situations)

Intercultural Competence

Reflects on personal identity, prejudices and biases; Seeks to understand different cultures; Builds multiple cultural frameworks, values and norms

REMUNERATION

Remuneration for a Residence Don position will be equivalent to the current value of a single room and a meal plan as defined by Residence Life & Services.

SAMPLE SCHEDULE

On average, the Don role will take about 25-30 hours per week, with 11-22 of those hours being spent completing on-call shifts (including time spent sleeping overnight). Hours of work may be uneven and will be influenced by student concerns and Residence Life priorities, however it is expected that the bulk of the weekly requirements will be completed during Don office hours. If a Don feels that they need to work above 30 hours per week, approval must be granted by the RLC, and alternate arrangements may be made to ensure fulfillment of responsibilities and balance of tasks. Given the time commitment, additional employment and extracurricular activities are limited to a maximum of 10 hours per week (see contract for more information).

	SUN.	MON.	TUES.	WED.	THURS.	FRI.	SAT.
WEEK 1	On-Call Shift 8 pm - 7 am		Office Hours 8 - 11 pm Community Meeting 8 pm Drop-In Hours 9 - 11 pm	Staff Meeting 9 - 10 pm	Program Attendance 2 - 4 pm Residence wide program (bring your community)	Office Hours 8 - 11 pm Community Socials 8 pm Student Drop in time / Don Administrative Time 9:30 - 11 pm	
WEEK 2		Office Hours 8 - 11 pm	On-Call Shift 8 pm - 7 am	Staff Meeting 9 - 10 pm	1:1 with RLC 4 - 4:30 pm		On-Call Shift 8 pm - 7 am