



Student Employment Program
2055 Purcell Way, North Vancouver, BC V7J 3H5

JOB DESCRIPTION

EMPLOYER:	Capilano University
ADDRESS:	2420 Dollarton Hwy, North Vancouver, BC V7H 1A8
CONTACT PERSON:	Feras Bingursain
PHONE/EMAIL:	604.990.7953 / housing@capilanou.ca
JOB LOCATION:	Student Housing Services
WORK TERM:	August 2022 to April 2023
POSITION TITLE:	Senior Residence Advisor (SRA)

POSITION SUMMARY:

The Senior Residence Advisors (SRA) is a senior student staff member who provides support and engagement for the residence community as a whole, while also providing mentorship and support to the Residence Advisor team. The Senior Residence Advisor is expected to demonstrate a commitment to Residence Life by working to create a sense of community that contributes to individual growth. Under the supervision of the Residence Life Facilitator, the Senior Residence Advisor will support the needs of residence students through programming, community building, peer helping, and emergency response. The Senior Residence Advisor is expected to maintain presence and approachability in the community and provide ongoing leadership and mentorship to students and team members. The Senior Residence Advisor also participates in an on-call rotation, responding to after-hours incidents and concerns related to student support and community safety.



DUTIES AND RESPONSIBILITIES:

Community Building and Student Support:

- Maintains regular visibility, availability and approachability within the community to respond to a variety of student needs and issues.
- Refers students to on-campus resources for support and informs the Residence Life Facilitator of escalated or difficult to manage student concerns.
- Develops and implements regular needs-based programming and events as directed by the Residence Life Facilitator.
- Take a leadership role with the planning and implementation of large, residence-wide events and initiatives.
- Implements initial intervention and mediation strategies in situations of conflict within the community and takes proactive measures (such as “roommate agreements”) to minimize future conduct.
- Promotes an atmosphere of accountability by encouraging students to keep common spaces clean and reports outstanding issues to Student Housing Services.
- Offer advice and suggestions to Residence Advisors regarding community development and community management.

Community Safety and On-Call:

- Participates in the Residence Advisors On-Call all rotation.
- Creates the on-call schedule.
- Conducts regular building rounds while on-call and responds to the Residence Advisors on-call phone line during on-call hours, providing immediate response for incidents as necessary. Informs the Residence Life Facilitator and/or Campus Security of escalated or difficult-to-manage on-call scenarios.
- Remains in residence during the period of their on-call shift and must not consume or be under the influence of alcohol or other judgment-impairing substances while on-call.
- Responds appropriately to violations of residence or University policies, including the Residence Code of Conduct and Residence Contract and documents their observations and actions.



- Be familiar with the importance of addressing and resolving conflicts in a positive manner.
- Role models appropriate behaviour by adhering to all relevant policies and job expectations.
- Immediately reports any issues that may compromise security or safety in residence to the Residence Life Facilitator and/or Campus Security.
- Assists the Residence Life Facilitator with incident follow-up and debrief processes for both students and Residence Advisors.

Team and Administrative Duties:

- Participates fully in the mandatory Senior Residence Advisor Orientation prior to the Residence Advisor training program.
- Participates fully in the mandatory Residence Advisor training program and attends ongoing training and professional development programming throughout the term of employment.
- Assists in the delivery of select training sessions during the Residence Advisor training program.
- Attends weekly Residence Advisors team meetings as scheduled by the Residence Life Facilitator.
- Assists in the preparation, coordination, and facilitation of weekly Residence Advisor team meetings.
- Attends regular 1-on-1 meetings with the Residence Life Facilitator on a weekly basis.
- Communicate with members of the Residence Advisor team through regular 1-on-1 meetings scheduled on a monthly basis.
- Organize opportunities for the team to socialize in a formal and informal setting, in collaboration with Residence Life Facilitator.
- Encourage collaboration, idea sharing, team building, and a positive work environment among team members.
- Facilitate team development to foster a high performance team with a culture of consistency, communication, and support.
- Follow up with Residence Advisors on any team dynamic issues that may arise and document appropriately.
- Provide leadership opportunities to Residence Advisors as the contract progresses.



- Assists with move-in and move-out preparation and implementation and maintains a presence during all designated move-in and move-out days as scheduled by Student Housing Services.
- Completes administrative tasks including community logs, incident reports, and maintenance requests, and programming proposals in a detailed and timely manner as directed by the Residence Life Facilitator.

SKILLS REQUIRED:

- Strong interpersonal skills and a high degree of approachability and empathy.
- Excellent intercultural communication skills and a demonstrated ability to work positively in diverse communities.
- Ability to provide motivation and act as a role model to a team of peers.
- Demonstrated leadership, mentorship and coaching skills.
- Ability to work both independently and collaboratively as part of a team.
- Strong critical thinking skills and ability to make decisions under pressure.
- Demonstrated skills in planning, time management, and attention to detail, particularly in regards to programming and events.
- Understanding of the importance of community engagement and accountability.
- Ability to maintain confidentiality in accordance with freedom of information and protection of privacy (FOIPOP) regulations, and deal with sensitive issues with tact and diplomacy.

CONDITIONS OF EMPLOYMENT:

- The Senior Residence Advisor must be a full time student with good academic standing and must maintain this status throughout the duration of the contract.
- The Senior Residence Advisor is subject to the Residence Standards.
- The Senior Residence Advisor must have valid certification in Emergency First Aid Training with CPR/AED Level C or higher for the duration of the contract.
- **The Senior Residence Advisor must have all extracurricular activities that require more than an average of 10 hours per week approved by the Residence Life Facilitator.**
- The Senior Residence Advisor must have previous experience as a Residence Advisor or equivalent.

**HOURS & AVAILABILITY:**

The Senior Residence Advisor for the 2022/2023 academic year must be fully available for training in August 2022. The specific dates of the training will be outlined in the offer letter to the successful candidate.

Residence Advisors do not work scheduled hours, but are expected to maintain a presence in the community, complete on-call shifts, and attend events and meetings regularly.

COMPENSATION:

Senior Residence Advisors are provided with a bachelor apartment with a private bathroom and kitchenette in their assigned community and a residence meal plan as compensation for their role. The value of the room and meal plan is taxable.

HOW TO APPLY:

Click [here](#) to apply and submit your resume and cover letter **no later than 11:59 pm on February 27th, 2022.**