

Position Overview

Chestnut Residence Don

Reporting to the Residence Life Coordinators (RLCs), the Assistant to the Dean, Residence Life (ADRL), the Associate Dean, Residence Life, and ultimately to the Dean of Residence, the Don's purpose is to develop and maintain an environment that is conducive to learning and personal growth. As a positive role model and leader, the Don will contribute to the residents' well-being by assisting students in dealing effectively with academic, social, personal and interpersonal concerns. This position carries much responsibility and involves many roles, including but not limited to, facilitator, educator, and administrator.

Duties and Responsibilities

A. Facilitator

- Foster and maintain a cohesive, respectful, and safe residence community;
- Maintain a strong presence and high level of visibility, availability and approachability on your floor and in the residence building. This includes eating meals with your residents when in the cafeteria, chatting with residents on the floor, in the elevators, while on Don-On-Duty (DOD) rounds, and generally throughout the community;
- Know, observe, and enforce both University and Residence policies, procedures, and rules;
- Make referrals to appropriate University and community support services;
- Mediate conflicts between roommates and among residents;
- Maintain confidentiality regarding residents and work-related matters;
- Maintain an open line of communication that is professional and courteous with all Residence Staff including Front Desk Personnel, Maintenance, Security, and Housekeeping;
- Communicate with residents by coordinating and facilitating weekly floor meetings during the first six weeks of the academic year, moving to a bi-weekly schedule thereafter;
- Work with your Floor Representative and Floor Council to build community by meeting once a month and supporting them with the events that they plan;
- Participate and encourage students to attend orientation activities;
- Participate in and support organized Don team socials;
- Facilitate the Roommate Communication process with residents on your floor within the first month after move-in.

B. Educator

- Act as a positive role model in terms of showing responsible behaviour, be in good academic standing, and by displaying good citizenship in the Residence community;
- Residence Dons are expected to be visible, engaged members of the Chestnut Community. So as to facilitate this, dons are required to fulfill the programming requirements outlined in the August Don Training;
- Dons are responsible for fulfilling programming that meets the learning outcomes outlined in the Chestnut Residence Programming Curriculum. Any activities which do not strictly meet outcomes are considered events, and do not fulfill programming requirements;
- For each program, Dons must complete the appropriate StarRez Programming form and submit them within the timeline outlined in August Don training;
- Maintain an appropriate professional relationship with all residents of Chestnut Residence.

C. Administrator

- Attend all scheduled Don training sessions and other professional development sessions as established by the RLCs;
- Facilitate move-in and move-out procedures, and fall and winter preview day as per the Residence Life Office guidelines;
- Have a solid understanding of the Chestnut Residence Community Standards;
- Participate in building-wide Don-on-Duty (DOD) shifts:
 - approximately 4 shifts per month per don;
 - the DOD schedule will be posted in advance and it is the Don's responsibility to switch their shifts in advance in order to avoid any conflicts;
 - DODs are expected to be in the building for the entirety of their DOD shift, and must be able to carry out responsibilities, including rounds, duty phone calls, and inquiries from residence in a timely and professional manner;
 - Respond to students who violate community standards and any other Residence and/or University policies, address the behaviour and the impact on the residence community, and document these incidents;
 - Maintain building safety and security within reasonable individual limits, and respond to emergencies as required;
 - Approach tense situations in a calm manner, and address Community Standards violations in a fair and consistent manner;
 - Recognize when situations warrant a call for staff backup;
 - Communicate regularly with the RLCs by notifying the RLC on-call immediately, or by completing Don-on-Duty Conduct Reports in a timely, efficient, and professional fashion;
- Participate in a mid-year performance review with the RLCs, including completing a self-evaluation, as well as providing performance feedback for Don teammates;
- Attend scheduled Don meetings (sectional and full team) and other meetings as required by the RLCs, the ADRL, or Dean;
- Submit the Time Away Request form to the RLCs for approval at least two (2) weeks before the date being requested;
- Maintain an accurate and appropriate budget and expense form as outlined during August Don Training;
- Follow the requirements for expenditures and reconciliations with regards to Floor Funds, Programming Funds, and Additional Funds as outlined during August Don training;
- Assist with Don Hiring activities beginning in December, including (but not limited to) recruitment and advertising;
- Maintain regular communication with the Residence Life Office by responding to emails within 24-48 hours, checking Don mailboxes at least five times per week, and regularly updating StarRez Programming and Conduct reports;
- Other administrative duties as assigned by the RLCs and other Residence Life Office Staff.

**Please note that this job description is subject to change.*