



Job Posting – Residence Don

Knox Residence

Job Title

Residence Don

Residence Name

Knox Residence, Spaces and Experiences, University of Toronto

Date Posted

December 6, 2023

Closing Date

January 7, 2024 at 11:59 PM EST

Term of Employment

August 7, 2024 - May 1, 2025, unless terminated earlier in accordance with the contract.

Compensation

Each Don will be provided with a room in Knox Residence at no cost and a residence meal plan valid during the employment contract period. In accordance with Canada Revenue Agency requirements, the value of this no-cost accommodation, as well as the meal plan must be reported as a taxable benefit and is estimated to be approximately \$937.50 per month for accommodation, and \$851.25/month for the meal plan (Meal Plan C).

Summary of Core Duties

Reporting to the Residence Life Coordinator (RLC), Assistant Dean, Residence Life and Communication (ADRLC), the Associate Dean, Residence Life, and ultimately to the Dean of Residence Life, the Don at Knox Residence builds community within the residence, upholds Knox Residence's core values and Community Standards, provides residents with support and referrals in the event of academic and personal difficulties, responds to emergencies and critical incidents, functions as mediators in the event of conflicts between residents, undertakes programming initiatives geared towards the Knox Residence community, and helps ensure the safety and security of the building and our residents. As a positive role model and student leader, each Don is assigned to a section of the residence and has a special responsibility for getting to know the residents in their section and for providing any needed support on an ongoing basis. Each Don will also be assigned on-call shifts during which they will provide support and respond to emergencies and critical incidents for the whole residence. Finally, each Don will develop and implement programming supporting all Knox residents. In all their areas of responsibility Dons collaborate closely with other members of the Residence Life Staff, with the Spaces and Experiences administration, and with campus and community partners, to support our residents and promote a community conducive to the academic, professional, personal, and social well-being of its members.



Responsibilities

Community Support

- Foster and maintain a cohesive, respectful, and safe residence community.
- Work with members of the Residence Life Staff to provide support and referrals to residents facing academic, personal, emotional, or interpersonal difficulties, or to residents experiencing conflict. This applies both to the individuals living in the section of Knox Residence to which the Don is assigned, and to all residents of Knox Residence when they are on call.
- Openly communicate in a professional and courteous manner with all residence staff.
- Assist with crisis response as required (whether on-call or not).
- Complete on-call shifts according to the schedule and fulfil on-call responsibilities as outlined by the RLC and ADRLC including, but not limited to:
 - Being present in the building for the entirety of the on-call shift, and carrying out responsibilities, including rounds, phone calls, and inquiries from residence in a timely and professional manner;
 - Respond to students who violate Community Standards policies 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;
 - Identify when situations warrant a call to other Residence Life staff;
 - Communicate regularly with the RLC by notifying the RLC on-call immediately, or by completing Conduct Reports in a timely, efficient, and professional fashion.
- Recognize and be knowledgeable about the diverse student population in the section of Knox Residence to which you are assigned, provide leadership, and support the diverse needs of your assigned community.
- Manage student issues (personal difficulties, etc.) as they arise (both within your section and when on-call) and mediate conflicts among residents.
- Hold one-on-one meetings with all residents within your section of the residence once per month.
- Be a positive role model for residents and increase avenues of communication with residents by maintaining visibility, availability, and approachability.
- Be knowledgeable of emergency response procedures and implement as required.
- Support student leadership opportunities and programs available in residence and on campus.
- Demonstrate basic mediation and problem-solving skills when addressing conflicts and community issues.
- As leaders, role models, and mentors within the residence, Dons are expected to conduct themselves appropriately at all times (on and off duty, and on line) and in a manner consistent with the goals and values of Knox Residence and the University



of Toronto, and to uphold through example, direction, and advice the policies of Knox Residence set forth in the Occupancy Agreement and in the Community Standards, and other notices or policies implemented by the Knox Residence Administration or the University of Toronto from time to time.

- Assist with special events like move-in day & other building-wide events.
- Maintain an appropriate professional relationship with all residents.
- Other duties as assigned.

Team Development

- Participate in opportunities for the team to socialize in formal and informal settings.
- Attend and actively participate in weekly meetings with the Residence Life Staff.
- Attend and actively participate in monthly one-on-one meetings with the RLC.
- Attend and actively participate in other meetings as required by the Knox Residence Life team.
- Participate in providing performance appraisals, including completing a self- and peer-evaluation, as well as on-going feedback for Residence Life Staff.

Programming

- Create and implement positive, intentional, and engaging programs for the whole residence throughout the year.
- Create and implement positive, intentional, and engaging student support initiatives throughout the year for your assigned section of the residence.
- Conduct regular tabling for drop-in availability for residents.
- Effectively plan and manage your programming budget and expense form.
- Assist in assessing the effectiveness of residence programs.
- Practice risk management techniques when planning and implementing programs.
- Other duties as assigned.

Administrative Duties

- Attend all scheduled Don training sessions and other professional development sessions as established by the RLC and ADRLC.
- Facilitate move-in and move-out procedures, as per the Residence Life Office guidelines.
- Submit written requests for vacation for approval at least two (2) weeks before the date requested.
- Assist with Don Hiring activities, including (but not limited to) recruitment, facilitation, and advertising.
- Maintain the privacy and confidentiality of the department, students, and staff.
- Maintain regular communication with the Residence Life Office by checking and responding to all e-mail and voice-mail messages daily and regularly preparing and submitting documentation.
- Other duties as assigned.

Please note that this job description is subject to change