

Job Description – Team Lead

Position Title: Team Lead (TL)

Department: Wellness and Recreation; Residence Life and Programming

Number of Positions: Up to 12

Posting Date: December 15, 2023

Closing Date: January 31, 2024

Term of Position: August 19, 2024 – May 1, 2025

Remuneration: \$385/month, paid in equal installments bi-monthly, plus \$75 per semester for general expenses, plus a room in residence as a taxable benefit. Note: Employees who work during the holiday period (the two weeks in Dec/Jan when the rest of the university is closed) will be paid an hourly wage of \$18/hr.

Job Reports to: Residence Life Coordinator (RLC)

Purpose of a Team Lead

The role of a Team Lead (TL) is to support their team of Community Advisors (CAs) through mentoring, coordination, and as a resource to support as needed. Duties include supporting their team with challenging student cases, providing mentoring around aspects of their role and responsibilities, managing the schedule for coverage and time off, being a resource for and coordinator of the team's programming requirements, and being available to help when circumstances require more support. They may be called on to support teammates by offering peer guidance, helping with conflict resolution, clarifying the Residence Code of Conduct or role expectations, and responding to emergencies as needed.

Time Commitment and Training

- 555 hours based on 37-week academic year
- An average of 15 hours/week, including early mornings, evenings, weekends and holiday periods
- Mandatory training sessions in person and virtually, offered throughout employment
 - Mandatory Online Training
 - Information Session/Onboarding
 - August Training
 - Ongoing Training – One (1) two-hour ongoing training commitment once a semester

Safety and Security

- TLs must know and follow the Residence Life Code of Ethics for Student Staff, the Residence Agreement, and the Code of Conduct and Disciplinary Procedure.
- TLs should promote respect of residence policies by helping residents understand the reason for regulations and encourage individual and community responsibility in maintaining them. TLs must be consistent in upholding regulations throughout the academic year.
- TLs must maintain an awareness of routine and emergency procedures essential to the safety and security of residents (i.e. fire alarms, medical emergencies, fire evacuation procedures), uphold the Residence Agreement and the Code of Conduct & Disciplinary Procedure, and

conduct inspections by monitoring common areas (kitchens, washrooms, lounges, etc.) and reporting any issues via the online reporting system, Archibus.

Community Development and Team Interactions

- Team Leads should be alert to the various conflicting relationships that may arise on their team or that their CAs are helping to manage among their communities. They should take a proactive approach in helping to resolve any conflicts and may facilitate mediations. They should inform their Coordinator of any conflicts they are aware of, and, when appropriate, work in collaboration to address it. TLs should spend a sufficient amount of time, with their team and become acquainted with each CA on an individual basis. TLs should foster an inclusive and cohesive team environment.

Administrative Duties

- Team Leads are responsible for a number of administrative tasks which are outlined below:
 - Distributing Welcome Kits
 - Team Leads must use the Software system eRezLife to document significant observations and interactions with residents.
 - Checking their eRezLife account for bulletins and reports daily (unless on requested time off).
 - Participating in performance appraisal processes in an honest and constructive manner.

Meetings

- The Team Lead must attend and actively participate in meetings including peer-led sessions. TLs are also expected to lead team meetings each month.

Duty Shifts and Responsibilities

- The Team Lead will rotate through a daily duty schedule within their own residence during ***Move In Week and Welcome Week*** as well as any other key nights as required in order to meet the needs of the service, as determined by the Coordinator and Management team. The Team Lead will be on duty within their building on either ***Halloween or St-Patrick`s Day***, determined between TLs of sister buildings so that a TL from those buildings is available on each day.
- Team Leads from smaller teams may be called on more frequently to participate in the duty rotation, as necessary or at the discretion of the Coordinator.
- Each TL is responsible for publishing the schedule for their respective team by the 21st of each month for the following month.

Programming Requirements

- The Team Lead will oversee and direct all building-wide events and may be called upon to assist with advertising event activities with their team.
- Team Leads are required to complete a number of requirements each month to meet a variety of programming needs.

Essential Qualifications

- Previous experience as a Community Advisor
- Full-time uOttawa student with minimum 5.0 GPA
- Bilingualism (French and English)
- Valid Standard First Aid and CPR-C/AED Certification delivered by a recognized certification body in Canada and approved by WSIB in Ontario
- Criminal Background Check within the last 2 years
- Skilled in the use of all Microsoft Office software and other communication platforms

Job Competencies

- Excellent interpersonal and communications skills to connect with others on a peer-to-peer level
- Excellent problem solving and decision-making skills
- Ability to manage time effectively and meet deadlines
- Ability to collaborate with others as well as work independently
- Ability to facilitate large and small scale events and meetings
- Creativity and initiative for community programming
- Strong organizational abilities and attention to detail
- High tolerance for stress and ability to self-regulate
- Capacity to assist in managing crisis situations of a physical, emotional, academic, and environmental nature
- Ability to self-evaluate and be receptive to feedback
- Skilled in objective documentation and reporting (an asset)
- Knowledge of the University of Ottawa campus and surrounding vicinity (an asset)
- Knowledge of the Residence Code of Conduct and University of Ottawa policies (an asset)

Key competencies required at the University of Ottawa:

Planning: Organize in time a series of actions or events in order to achieve an objective or a project. Plan and organize own work and priorities in regular daily activities.

Initiative: Demonstrate creativity and initiative to suggest improvements and encourage positive results. Be proactive and self-starting. Show availability and willingness to go above and beyond expectations whenever possible.

Service Excellence: Reflect a positive attitude, demonstrate competence and professionalism, treat members of the community with respect, exercise care, devote full attention and find solutions. (Visit the section "Useful links" on the home page to read the detailed definition).

Teamwork and Cooperation: Cooperate and work well with other members of the team to reach common goal. Accept and give constructive feedback. Adjust own behaviour to reach team goals.