

JOB DESCRIPTION

Position Title:	Residence Safety Ambassador
Faculty / Service and Department:	Student Affairs - Wellness and Recreation
Position Reports to:	Residence Safety Coordinator
Posting Date:	April 11, 2022
Closing Date:	May 2, 2022
Salary:	\$17/hr + 4% vacation pay (+ \$0.95/hr premium for shifts between midnight and 8:00 am) + 2% increase annually for returning staff
Number of hours per week:	12-20 hours per week in shifts of 4-8 hours
Hours worked:	Must be willing to work a variety of shifts including overnights and weekends.
Term:	August 15, 2022 to May 1, 2023 with possibility of extension
Number of positions:	Up to 24

Position Purpose

Residence Safety Ambassadors are current University of Ottawa students hired as casual employees to improve the student experience and assist in ensuring the safety of members of the university's residence community in a courteous, helpful and professional manner. Staff supplement patrols of all residences 365 days a year including during hotelling season to assist in ensuring the safety and security of students and visitors to our campus staying in our residences. Staff work closely with Residence Life, Client Relations and Protections Services in the education and compliance of Housing policies within uOttawa's residences.

Specific Accountabilities

1. Focusing on both education and compliance, works to ensure services and support meet stakeholder expectations and needs, encourages student participation in the University and broader communities, and contributes to a positive student experience overall.
2. Applying equity, diversity, and recovery principles, supplements proactive patrols of all residences and provides an appropriate initial response when required.
3. Observes and reports incidents that may require a higher level of immediate intervention to Protection Services.
4. Responds to calls for service as directed (e.g. door unlockings, gatherings, noise complaints) using a variety of techniques and strategies including de-escalation, mediation, facility inspections, and proactive patrols to supplement the safety and security of the residence community.
5. Helps to build community in residences by engaging in positive interactions with residents and fostering relationships with other employees and partners.
6. Ensures interventions in residences are consistent with University, Housing and Residence Life policies and protocols as well as other relevant legislation and guidelines including ensuring proper documentation and resolution of incidents involving residents.

Essential Qualifications

- Must be enrolled in a University of Ottawa degree program.
- Must obtain and maintain Standard First Aid Level C with CPR and AED certification.
- Must have a Criminal Background Check – Vulnerable sector from within the last two years, acceptable to the university.
- Must be at least 18 years of age and eligible to work in Canada.
- Must attend two weeks of mandatory training at the end of August and participate in ongoing training as required.
- Must be willing to work evenings and weekends, including overnight shifts and statutory holidays.

Other Qualifications and Job Requirements

- Demonstrated ability to relate to students and staff with diverse backgrounds, experiences and identities in ways that build trust and confidence.

- Demonstrated ability to respect diversity and use inclusive behavior, responding with sensitivity and self-awareness to the unique needs of students and staff, including visible and non-visible dimensions of diversity.
- Ability to act with a considerable degree of autonomy and independence.
- Ability to act with tact and diplomacy and to maintain confidentiality.
- Demonstrated ability to work collaboratively and effectively in an inter-professional environment with multiple stakeholders.
- Excellent interpersonal skills and communication skills (written and verbal) in English and French and the ability to connect with others on a peer-to-peer level.
- Demonstrated administrative and organizational skills with the ability to prioritize and complete tasks within prescribed deadlines.
- Experience in conflict resolution and negotiation.
- Demonstrated good judgement, sound decision making and problem-solving skills.
- High tolerance for stress and the ability to self-regulate in stressful situations.
- May be required occasionally to attend court or other hearings as a witness.
- Ability to assist with emergency evacuations of residences as required.