

Job Description – Community Advisor

Position Title: Community Advisor (CA)

Department: Student Health, Wellness and Support

Number of Positions: Up to 81

Posting Date: January 16, 2023

Closing Date: February 1, 2023

Term of Position: August 14, 2023 – May 1, 2024

Remuneration: \$312/month, paid in equal installments bi-monthly, plus \$75 per semester for general expenses, plus a room in residence as a taxable benefit.

Job Reports to: Residence Life Coordinator (RLC)

Purpose of a Community Advisor

This is a live in position and requires the individual to be on campus to attend on-site training, meetings and provide in person support to students living in a University Residence environment. The role of a Community Advisor (CA) is to create the best student experience for members of the University of Ottawa community, living in Residence. A CA is an individual who is well equipped to create a safe community in which residents of all origins and orientations may thrive while they embark on their academic and personal development. CAs are responsible for in person and virtual 1-on-1 interactions with students and virtual programming for medium to large sized group events (as well as in person programming if permitted according to public health guidelines) to foster a strong sense of community and to engage students. CAs support the wellness and safety of students with regular rounds, conflict resolution, and emergency management with the support of a peer-team and Residence Life Coordinator.

Time Commitment and Training

- 570 hours based on 38-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 month

Safety and Security

- CAs must know and follow the Residence Life Code of Ethics for Student Staff, the Residence Agreement, and the Code of Conduct and Disciplinary Procedure
- CAs 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 Student Interactions

- Developing communities and interacting with residents by spending a sufficient amount of time to become acquainted with every resident in their community as an individual and be available to residents for formal and informal support.

- CAs are responsible for facilitating community meetings with their assigned residents each month.

Administrative Duties

- Community Advisors are responsible for several administrative tasks, including:
 - Using the software system eRezLife to document all observations, programming, duty rounds and interactions with residents.
 - Checking their eRezLife account for bulletins and reports daily (unless on requested time off).
 - Checking their work e-mails daily (unless on requested time off) to correspond with residents, the Residence Life Team and the administrative staff.
 - Managing any social media accounts (i.e., floor Facebook pages) on a daily basis (unless on requested time off).
 - Participating in performance appraisal processes in an honest and constructive manner.

Meetings

- CAs are required to attend and actively participate in all meetings.

Duty Shifts and Responsibilities

- Duty shift is a mandatory part of this position and requires the Community Advisors to have a rotation with a daily duty schedule which includes performing scheduled rounds to interact with residents and monitor for issues as well as being on call overnight when scheduled for duty.

Programming Requirements

- Community Advisors are required to complete a number of requirements, such as active and passive programs and the documentation each month to meet a variety of programming needs.

Essential Qualifications

Be and maintain a full-time uOttawa student status 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
- Understand the importance of documentation in their role as a CA
- 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)Excellent communications skills with your supervisor for deadlines, issues arising, urgent matters.

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.