

Community Advisor Duties & Responsibilities Manual

This is an abbreviated copy of the Community Advisor Duties and Responsibilities Manual. Please review this information before submitting your application to make sure you have a strong understanding of what the job entails. This is a working document, and as such, some details may change for next year. Don't be shy to address any questions to a member of the Residence Life Team.

Responsibilities

The role of a Community Advisor is to build community and uphold safety in residence. They may be called on to support residents by offering peer guidance, helping with conflict resolution, enforcing the Residence Code of Conduct, and responding to emergencies as needed. As live-in staff, C.A.s should have strong organizational, interpersonal and problem-solving skills, as well as integrity and flexibility. They may be exposed to highly sensitive situations, and so a respect for confidentiality and good stress management are important. C.A.s are expected to prioritize their position with Residence Life after their academics. C.A.s receive the value of the room they are assigned as a taxable benefit, as well as a stipend of approximately \$1700.00 paid out over the course of the academic year.

Training, Requirements and Time Off

Training

Training is **compulsory** and takes place over different time periods, as outlined below:

- Summer Camp: C.A.s attend a two-weeks of training, prior to move-in to acquire or review the knowledge and skills needed to succeed in this position
- Spring Training: C.A.s attend a one-day training session that will focus on Residence teams for the following academic year
- On-Going Training: C.A.s attend training sessions throughout the year which focuses on team building, personal enrichment, and job-related skills
- Mandatory Online Training: Each C.A. must complete the University of Ottawa mandatory online trainings for employees [i.e. Accessibility Standards for Customer Service, Respect in the Workplace, Violence Prevention, etc.]

Requirements

- Functional bilingualism (French and English)
- Standard First Aid and CPR (Level C) – must be attained before start date
- Criminal Background Check – must be attained before start date

Time Off

Time Off and presence in Residence: Community Advisors must maintain a presence in their section. To do so, they are required to do the following:

- A C.A. must sleep in their Residence room five nights a week, unless they are on requested time off. Please note, duty shifts count as part of a C.A.s five nights spent in their Residence room each week.
- A C.A. can take the following time off. All requests for time off will be approved at the discretion of the Team Lead and the Residence Life Coordinator:
 - Two 48-hour periods per semester
 - One 72-hour period per semester
 - A period in December that coincides with the Residences' holiday closing dates.
 - Half of each study week

Community Advisor Duties & Responsibilities Manual

Being on Duty

- Community Advisors will rotate through a daily duty schedule **within their own residence** (when possible). The C.A. on-duty will pick up their residence's duty cellphone at 8:00 p.m. The C.A. must be in the Residence at 8:00 p.m. Depending on the night, there will be one round (at 9:00 p.m.) or three rounds (at 9:00 p.m., 11:00 p.m. and 1:00 a.m.) and the C.A. on-duty must be awake and alert until the completion of their last round. After the last round, the C.A. will attend calls until 7:00 a.m., but may rest.
- At 7:00 a.m. following a duty shift, the C.A. is no longer on-duty. The C.A. is responsible for dropping off their residence's duty cellphone (charged) to a designated location, or where applicable deliver the duty cellphone to the next C.A. on-duty.
- A C.A. is always encouraged to use their judgement to evaluate the situation and decide if they need back up from a Security Officer (if applicable), Protection Service, the Residence Life Coordinator on-call, and / or the C.A. on-duty from another Residence.
- On a round, the C.A. is expected to check every floor and every common area, including bathrooms, stairwells and Reception areas. **C.A.s are not to conduct rounds of the parking garages** including those located in the Brooks, Hyman Soloway, Friel and Rideau Residence. C.A.s are expected to be socializing with the students they come into contact with, especially on the 9 p.m. round.
- C.A.s that are on-duty for their residence are expected to stay in their residence for the entire night (unless assisting another C.A. with a situation).
- C.A.s must complete appropriate documentation immediately following their last round and prior to the end of their shift at 7 a.m. (i.e. duty reports and incident reports).
- While on duty, the C.A. is expected to respond to calls on the duty phone, remain in their designated area of coverage, and to refrain from consuming alcohol or other substances which may impact their judgement 12 hours prior to the start of a shift and throughout the duration of a shift.

Programming Requirements

Each C.A. is required to complete a certain number of requirements each month to meet a variety of programming needs. The list of requirements below reflect the minimum programming requirements. C.A.s are encouraged to complete additional programming to meet the needs of their residence community. C.A.s will need to gather signatures from participants at their activities and submit them to their Residence Life Coordinator. Additionally, a complete Activity Report should be submitted for every program run by a C.A., including any programs above the minimum programming requirements.

Community Advisor Programming Requirements – Regular Programming

September:

- Door Tags
- 1 Welcome Board / Passive Program
- First Six Weeks Passive Program
- 1 First Six Weeks Active Program (in September or October)
- Sandy Hill Walkabout
- 1 Intentional Floor / Cluster Program
- 1 Floor Meeting
- Building Wide Meetings
- 1 Building Wide Activity (to be completed during Welcome week)

Community Advisor Duties & Responsibilities Manual

October:

- 1 Passive Program
- 1 First Six Weeks Active Developmental Program (in September or October)
- 1 Intentional Floor / Cluster Program
- 1 Floor Meeting

November:

- 1 Passive Program
- 1 Building Wide Activity for United Way Fundraising
- 1 Intentional Floor / Cluster Program
- United Way Benefit Show (recruiting talent, attending & selling tickets)
- 1 Floor Meeting

December:

- No programming required

January:

- Door Tags (January Arrivals)
- 1 Welcome Board / Passive Program
- 1 Frost Week Activity (or I-Blast in Feb.)
- 1 Intentional Building Wide Program
- 1 Intentional Floor / Cluster Program
- 1 Floor Meeting

February:

- 1 Passive Program
- 1 Intentional Building Wide Program
- I-Blast (or 1 Frost Week Activity in Jan.)
- 1 Intentional Floor / Cluster Program
- 1 Floor Meeting

March:

- 1 Passive Program
- 1 Intentional Building Wide Program
- 1 Intentional Floor / Cluster Program
- 1 Floor Meeting

April:

- No programming required

Living Learning Community Programming (these requirements are in addition to the regular programming requirements and are conducted by C.A.s in Living Learning Communities)

- Each C.A. must participate and be a team leader for the event of their theme (1 per semester). The division of the themes will be at the discretion of the Residence Life Coordinator at the August training. The C.A.s are responsible to help the Residence Life Coordinator with the implementation of the event and with the recruitment of volunteers.
- Each C.A. must also participate in one development activity (workshop or guest speaker) per semester. C.A.s mandated to attend the development activity and are also responsible to help with

Community Advisor Duties & Responsibilities Manual

recruitment and implementation of said activity. The division of C.A.s for each development activity will be at the discretion of the Residence Life Coordinator at the beginning of each semester.

Administrative Tasks

Community Advisors are responsible for a number of administrative tasks which are outlined below:

- C.A.s must use the Software system eRezLife to document significant observations and interactions with residents. More specifically, C.A.s must write the following reports when applicable:
 - Incident Report
 - Duty Report
 - Weekly Report
 - Activity Report(s)
 - Camera Check Request
 - Public Health Alert
- Meetings: Attends and actively participates in meetings, including:
 - Weekly Team Meetings with the Team Lead (1 hour)
 - Weekly Team Meetings with the Residence Life Coordinator (1 hour)
 - Bimonthly Individual Meetings with the Residence Life Coordinator (30 minutes)
 - Be advised that additional meetings with the Residence Life Coordinator may be scheduled to address ongoing situations.
 - C.A.s may schedule additional meetings with the Residence Life Coordinator should they need it.
- Support for major Housing projects, including:
 - Residence-wide programming
 - uOttawa open houses
 - Move-in weekend