Job Description – Community Advisor
(Virtual Residence)

Position Title: Community Advisor (CA)
Department: Wellness and Recreation; Residence Life and Programming
Number of Positions: Up to 6
Posting Date: January 17, 2022
Closing Date: February 7, 2022
Term of Position: August 22, 2021 – May 1, 2023
Remuneration: $312/month, paid in equal instalments bimonthly, 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 Community Advisor (Virtual Residence)
The role of a Community Advisor (CA) in the Virtual Residence is to create the best student experience for members of the University of Ottawa community, both living in Residence and in a virtual online community. 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 virtual connections with students and virtual programming for medium to large sized group events to foster a strong sense of community and engage students. CAs manage the wellness and safety of students with conflict resolution, and emergency management with the support of a peer-team and Residence Life Coordinator.

Time Commitment and Training

- 540 hours based on 36 weeks 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
  - August Training: August 22 – August 28 (40 hours) and August 29 – September 4 (40 hours)
  - 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.

Community Development and Student Interactions

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

- Community Advisors are responsible for a number of administrative tasks, including
  - Using 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).
  - Scheduling all ongoing community development components of the virtual residence (drop-in hours, club meetings, etc.) at the start of each semester.
  - Checking their work e-mails daily (unless on requested time off) to correspond with residents, the Residence Life Team and the administrative staff.
  - Managing their virtual community 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 meetings, including team meetings and one-on-one meetings with their Residence Life Coordinator.

Programming Requirements

Community Advisors in the Virtual Residence are required to complete a number of requirements each month to meet a variety of programming needs, including

- One monthly video per month
- Three drop-in hours per week
- Overseeing one virtual residence club open to all virtual residence students
- Running two active events per month for their specific community
- Facilitating an intentional 1:1 with each student to introduce themselves and build connections
- Assisting with the development and implementation of a virtual residence newsletter

Essential Qualifications

- 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 a common goal. Accept and give constructive feedback. Adjust own behaviour to reach team goals.