Job Description – Community Advisor

**Position Title:** Community Advisor (CA)

**Department:** Wellness and Recreation; Residence Life and Programming

**Number of Positions:** Up to 77

**Posting Date:** January 17, 2022

**Closing Date:** February 7, 2022

**Term of Position:** August 22, 2022 – 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**

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**

- 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, and conduct inspections by monitoring common areas (kitchens, washrooms, lounges, etc.) and reporting any issues via the online reporting system, Maximo.
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 a number of administrative tasks, including
  - Conducting “Blitzes” and inspections at the beginning of each semester.
  - Distributing Welcome Kits
  - 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).
  - 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 meetings.

Duty Shifts and Responsibilities

- Community Advisors will rotate through 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 each month to meet a variety of programming needs.

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.