

## POSITION DESCRIPTION FORM (PDF)

### Casual Part-time Support Staff

**Position Title:** Housing Services Assistant

**Position Number:** [Click here to enter text.](#) **Pay Band:** 7

**Reports To:** Manager, Residence Life & Operations

**Appointment Type:** Other-details at right. **“Other” Hours Details:** Regular Part-Time

**Scheduled Weekly Hours (maximum 24 hours per week):** Up to 24 Hours per week

**PDF Completed By (Manager Name):** General Manager, Housing Services

**Effective Date:** October 22, 2018 **Last Revision:** October 22, 2018

### SIGNATURES

**Incumbent:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*(indicates incumbent has read and understood the Position Description Form details)*

**Supervisor:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*(indicates the supervisor has authorized and assigned the duties & responsibilities in the PDF)*

**NOTE:** Please return the original PDF to HR Operations (Michelle Bozec) as soon as it has been signed. Thank you.

### PART ONE:

**POSITION SUMMARY**

The incumbent is part of the Housing Services team and assists with the implementation of the corporate residence life component at Fleming College. The incumbent will support a team of staff and student leaders in the implementation of initiatives to support student transition, such as educational programming and the implementation of community standards.

The incumbent will play a large role in supporting the business and operational functions of Housing Services such as move-in/move-out, admissions and room placements, turnover inspections, and conference related activities.

The incumbent will exercise judgement in choosing / taking appropriate action(s) to deal effectively with student and conference guest issues.

**PART ONE:** *(continued)*

**KEY DUTIES & RESPONSIBILITIES**

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Keep sentences short, simple and to the point. *TIP: Describe major clusters of functional work rather than detailed individual work routines and procedures.* Do not use allocations of less than 5%.

	Summary Details	Percentage %
1	<p><u>Residence Community Development</u></p> <ul style="list-style-type: none"> <li>Assist with the planning and implementation of educational and informational programming designed to enhance the academic experience for residence students.</li> <li>Collaborate with campus partners to implement college-wide programs/events for residence students that include events for Move-In/Orientation Week and Welcome Days.</li> <li>Assist in the development of initiatives to maintain the high standards of facilities i.e. environmental initiatives, Damage Reduction Incentive Programs, community programs, etc.</li> <li>Enhance residence life by supporting Residence Council initiatives.</li> <li>The HSA is available for one-on-one appointments with residents to discuss concerns / issues, and will provide referrals, resource information to residents.</li> <li>Implement established strategies to communicate residence and college policies to residents.</li> <li>Encourage positive behaviour of residents through feedback, communication and rewards.</li> <li>Make recommendations to policy and procedural development.</li> </ul>	30%
2	Housing Services Operations:	30%

	<ul style="list-style-type: none"> <li>• In conjunction with Residence Maintenance staff, identify safety, security, housekeeping and maintenance issues.</li> <li>• Interact with Residence Maintenance staff to ensure appropriate response regarding student facility concerns.</li> <li>• Communicate with students about facilities-related behaviour concerns.</li> <li>• Assist Manager in the inspection of suites and common areas of residence to assess damage and excess maintenance issues in order to invoice responsible parties.</li> <li>• Communicate with students about facilities-related behaviour concerns, i.e. inappropriate garbage or recycling disposal, parking, signage violations, damage, etc.</li> <li>• Assist with end of the year room inspections and refunds.</li> <li>• Provide support to the Housing Services team for key dates such as move-in/move-out, midterm inspections, and Open House events.</li> <li>• Assist with tasks related to admissions such as room placements.</li> </ul>	
3	<u>Conference Services Support:</u> <ul style="list-style-type: none"> <li>• Assist with the set-up and tear-down for conference related activities including setting up keys and making beds.</li> <li>• Complete post-conference inspections to assess damages and cleanliness issues from conference guests.</li> <li>• Completed QA inspections to ensure conference accommodations maintain a high standard.</li> <li>• Develop spreadsheets and documents for tracking conference participants, keys, etc.</li> <li>• Respond to inquiries and concerns from conference guests, and refer as appropriate</li> <li>• Assist with Conference development and work with groups while on-campus.</li> </ul>	15%
4	<u>Providing Support to Student Leaders:</u> <ul style="list-style-type: none"> <li>• Provide support to student leaders in residence including Residence Life Staff, Residence Council, and ROCs.</li> <li>• Support the Residence Life team with the development of annual hiring processes.</li> <li>• Assist with the development of training and professional development sessions/materials for student leaders.</li> <li>• Develop a variety of resources for student staff, including bulletin boards.</li> <li>• Motivate and recognize the Residence Life Team on a continuous basis.</li> <li>• Provide support to Summer Student Workers.</li> </ul>	10%
5	<u>Residence Conduct Support:</u>	10%

	<ul style="list-style-type: none"> <li>• Provides administrative support in the implementation of the Residence Code of Conduct such as booking student conduct meetings, and keeping detailed notes for incident reports.</li> <li>• Provides communication to students relating to ongoing cases.</li> <li>• Maintains confidential files on disciplinary cases using College sanctioned software.</li> <li>• Implements and facilitates educational workshops for responsible parties to participate in.</li> <li>• Receive disclosures from students and provide feedback to students about possible courses of action based on the situation they present.</li> <li>• Provide in the moment emotional support and respond appropriately in cases of distress and/or crisis</li> <li>• Consult with campus resources regarding resident issues or concerns including but not limited to Counselling Department, Disability Services, International Office, Registrar's Office.</li> <li>• Encourage positive behaviour of residents through feedback, communication and reward programs.</li> </ul>	
6	Other Duties As Assigned <i>(do not amend this section)</i>	5%

To calculate the relative percentage of time allocated to each cluster of key duties & responsibilities, remember to consider the total amount of hours this part-time position will normally work in a year.

For example:

An RPT position which normally works 24 hours per week for 10 months of the year would have approximately 960 annual hours (24 hrs/wk x 4 wks/month x 10 months). If this position is estimated to spend 5 hours per week completing a cluster of work associated with organizing and maintaining business files, you would allocate 20% to this function calculated as (5 hrs/wk x 4 wks/month x 10 months) divided by 960.

## PART TWO:

### TRAINING & TECHNICAL SKILLS

Indicate the minimum level of independent studies, formal education, internal and/or external training programs including professional and technical or apprenticeship courses necessary to fulfill the requirements of this position.

**Formal Education Requirements:**

Completion of a two (2) year college diploma.

**Field(s) of Study:**

Social Services Worker, Recreation and Leisure Studies, or other relevant field

**Other Vocational Certifications and/or Apprenticeships:**

Click here to enter text.

## EXPERIENCE

Specify the minimum number of months and/or years of practical experience in any related work necessary to fulfill the requirements of this position.

### **Practical Work Experience:**

More than one year, up to three years

### **Additional Skills & Abilities:**

- Experience working independently within a team environment, including working in the role of student leader in a college/university residence environment, prioritizing and organizing own work.
- Facilitation of workshops, training, or groups. Proven experience in programming and planning for student development.
- Progressive experience working in a fast paced customer service environment handling confidential information, resolving conflict and assisting a variety of clients with needs.
- Maturity and judgment required for handling front-line student crises such as suicidal type behaviour, severe anxiety and sexual assault conduct being reported.
- Experience using a variety of software packages such as word processing, spreadsheet, PowerPoint, etc. and keeping abreast of new technology

## PART THREE:

## COMPLEXITY

Describe the amount and **nature of analysis, problem-solving and reasoning** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

### **Example #1**

Task / Activity Responds to student complaints and concerns with their residence experience.
Description The HCSA must have an understanding of the complex social issues students face and be able to actively listen, provide validation, and determine the most appropriate course of action to address their concerns. This could include providing advice and referrals to students.  THE HCSA may engage in fact finding processes to determine the best course of action forward, and where necessary, make a recommendation on next steps. This could include providing unpopular news to a student, or denying a request.

### **Example #2**

Task / Activity Assist in the planning of educational and social programs for residents.
Description Using recognized student development theory, the HCSA will assist in the planning and

implementation of educational and informational programming designed to enhance the academic experience for residence students.

Ability to foster a community through social, developmental, active, and passive programming. Provide opportunities for residents to engage in formal and informal learning outside of the classroom, awareness of differing views and opinions, and cultural experiences.

**Key Considerations:**

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

Is the work considered to be routine/non-routine?

Routine

How would you describe the complexity of the work?

Some duties are varied and complex.

Describe the business processes used by the position.

Processes are specific and related.

**JUDGMENT**

Describe the degree of independent judgment and problem-solving required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

**Example #1**

Task / Activity Conducts inspections and Quality Assurance (QA) of residence spaces to ensure they meet the high standard expected for residents and conference guests.
Description The incumbent will conduct regular inspections and walkthroughs of residence spaces to ensure no safety concerns are present, to ensure a high level of cleanliness, and to ensure they meet the needs of guests.  The incumbent will conduct QA checks of work completed by cleaners and external contractors to ensure it is consistent with specified outcomes and meets the high standards and expectations set by housing and conference services.

**Example #2**

Task / Activity Receiving a disclosure and providing advice on appropriate next steps
Description The incumbent is expected to be knowledgeable about the possible avenues a student can be

supported when they have experienced harm, including appropriate College policies. The incumbent must know and be able to advise a student if their experience is one which falls within the scope of a College policy. The incumbent must know the different reporting options based on the issue, and based on policy scope.

The incumbent will provide a compassionate response, where the student is given enough time to share their story and state what their needs are. The incumbent is to take direction from the student and provide additional navigational support when requested (such as how to receive accommodations, or who to talk to about health insurance).

**Key Considerations:**

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

The work duties typically require:  
Some choice of action within established limits.

In determining a solution for problems, the incumbent has discretion to:  
Choose from a range of existing options.

**MOTOR SKILLS**

Describe the aspects of the position that require fine motor movements (delicate, intricate or precise) related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position Answer the questions listed below in the Key Considerations section.

**Example #1**

Task / Activity Computer Skills (keyboarding, mouse), telephone and office machines
Description The creation of notes, reports, emails, photocopying, etc. and use of other computer related technologies.

**Example #2**

Task / Activity Computer skills - Software skills
Description In depth knowledge of Microsoft programs such as PowerPoint, Word and Excel

**Key Considerations:**

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

When considering 'speed' of fine motor movements for this position:  
Speed is a secondary consideration.

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Computing skills	30%
Data inputting/creation (i.e. spreadsheets and PowerPoint)	15%

## PHYSICAL DEMAND

Describe the degree of **physical demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the type and duration of physical effort, the frequency, the strain from rapid and repetitive fine muscle movements or the use of larger muscle groups, lack of flexibility of movement, etc.

### Example #1

Task / Activity The facilitation of events for residents
Description During events, the incumbent may spend the majority of their time on their feet standing and/or walking. As the project manager for the event, they have an opportunity to plan breaks, or delegate certain tasks to volunteers to provide themselves any needed breaks.

### Example #2

Task / Activity Set-up and tear-down of conferences
Description The incumbent will spend considerable time in the residence community making beds, conducting inspections, and ensuring residence suites are set-up appropriately for conference guests. They would also assist with the disassembly of conference suites including removing materials and re-arranging furniture. During these activities, the incumbent will spend the majority of the time on their feet standing and/or walking

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Standing/walking	30%
Seated/sedentary	70%



## SENSORY DEMAND

Describe the degree of **sensory demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the level/degree of concentration (visual, auditory, tactile, etc.). Answer the questions listed below in the Key Considerations section.

### Example #1

Task / Activity Conducting inspections of residence facilities
Description Conducting inspections requires a high level of concentration and attention to detail. While conducting inspections, the incumbent will closely examine spaces (rooms, suites, residence grounds), to identify concerns and safety issues. In conducting these inspections, the incumbent is expected to take thorough notes and input issues using the appropriate module to ensure they are resolved.

### Example #2

Task / Activity Booking student conduct meetings
Description The incumbent will be responsible for booking a high quantity of student behavioral meetings. The quantity of meetings will peak at certain times throughout the year, and will require a large investment of time and concentration. This will require reviewing multiple calendars and schedules at once, booking meetings through the software, and sending notification to students.

### Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How would you describe the requirement for attention to detail in this position?

Frequent/Regular

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Conducting inspections	15%
Booking conduct meetings	5%

## STRAIN FROM WORK PRESSURES / DEMANDS / DEADLINES

Describe the degree of **work pressures** involved in performing the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the deadlines, interruptions, distractions, multiple or conflicting demands/workloads and dealing with people in difficult situations. Answer the questions listed below in the Key Considerations section.

**Example #1**

Task / Activity Residence turnover support
Description Housing Services at Fleming College has a very quick turnover period between the Fall/Winter semesters and the summer conference season. During this time, the incumbent will have a very busy and fast-paced schedule including a large quantity of inspections and conference set-up. This will involve strict deadlines to ensure the buildings can be turned over and prepared for summer students and conference guests.

**Example #2**

Task / Activity Event implementation
Description Event implementation comes with specific deadlines and requires a significant amount of planning and organizational skills. The incumbent will work with a variety of stakeholders in the implementation of events in a fast-paced environment. Events are several times a semester and where possible, will happen with a great deal of notice to help alleviate work pressure.

**Key Considerations:**

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

How would you describe the workflow demands this position typically faces?  
Deadlines are tight OR may periodically change or conflict.

How would you describe the existence of critical deadlines in this role?  
Occasional critical deadlines.

How would you describe the level of interruptions this position faces?  
Interruptions are frequent and may be unpredictable.

Indicate the predictability of the strain and percentage of time required in each task discussed above.

Task	% of Time	Predictability*
Event implementation	10%	PR (Predictable)
Turnover support	5%	PR (Predictable)

**INDEPENDENT ACTION**

Describe the degree of **independent action** and **autonomy** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

**Example #1**

Task / Activity Event/Presentation facilitation
Description  Within prescribed learning objectives and topic selection, the incumbent will have the autonomy to facilitate information in their own style. The incumbent will also have some autonomy over how events are run, and be expected to implement events independently.  Manager provides broad, high-level instructions with general expected outcomes are provided to the incumbent and they are expected to use initiative and resourcefulness when working towards completing the task. Timelines are established in keeping with key student Services processes and initiatives and as required to meet established deadlines. There is autonomy in this position to select from options within established parameters. The incumbent works directly with Administrators, Support Staff and Student Leaders.

**Example #2**

Task / Activity Student Support
Description The incumbent is expected to be able to support a student within prescribed parameters to offer emotional support as well as navigational support. The incumbent will be expected to work closely with internal partners (i.e. Counselling Services, Residence Life, Campus Security) in the provision of support.

**Key Considerations:**

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

What type of instruction is typically given to the incumbent?  
Works within established operational practices.

What degree of supervision is typically provided to the incumbent?  
Regular supervision & monitoring.

How is the work typically checked and verified?  
Output is reviewed by report/discussion.

How frequently is the work checked?  
Mostly reviewed at point of task completion.

Describe duties which are the incumbent's responsibility where independent action requires initiative and/or creativity and indicate how often the duties occur.

- Implementation and delivery of workshop/training/event materials – 10%

Identify the typical situations or problems that are normally referred to the Manager for solution.

- Responding to students who require support outside of the typical processes
- Safety or facility concerns identified during inspections
- Major complaints about policy/process
- Specific challenges that are barriers to the completion of a project
- Prioritizing items and any issues with workload

## COMMUNICATIONS / CONTACTS

Describe the nature of contact and purpose involved in communicating information (i.e. to provide advice, explanation, to negotiate, or influence others to reach agreement, etc.), and the confidentiality of the information provided. Answer the questions listed below in the Key Considerations section.

Nature of Contact (Who)	Purpose of Contact (What)	Frequency
Students	Empathic listening and the provision of information on policies and process.  Communicating with students about facilities-related and other behavior concerns.  Point of contact for students bringing forward questions, concerns, and complaints about their residence experience.	Daily
Housing Services Management	Direction for work, seeking endorsement for projects.	Daily
Student Service Providers (Counselling Services, Residence Life, Health Services, Student Government, Campus Security)	Provide referrals, updates on situations (within the limits of confidentiality), working as a support person for the student seeking service.  Collaboration on projects and initiatives, presentation of ideas/ proposals, solicit ideas and solutions to problems	Weekly
Parents	Incumbent will receive communication from parents about concerns involving their students.	Weekly
Support from other departments (ITS, Communications, etc.)	Support for initiatives and problem solving	Monthly

**Key Considerations:**

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

Communications in this position are typically engaged for the purpose of:  
Providing explanation or interpretation, empathize with the needs of others.

What type of involvement does this position have with confidential information?  
Regular involvement with moderate disclosure implications.

**RESPONSIBILITY FOR DECISIONS AND ACTIONS**

Describe the type of **responsibility** that exists for the **decisions** and **actions** related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

**Example #1**

Task / Activity Responsibility for assessing inspection ratings
Description While conducting post move-out inspections, the incumbent will assess the condition of the suite, and will have autonomy in assigning a rating. This may impact the refund a student received, and could result in financial impacts to the student.

**Example #2**

Task / Activity Reporting appropriate information in keeping with confidentiality best practices
Description The incumbent is required to keep detailed, accurate and confidential documentation as related to disclosures they receive from students. All documentation must be completed in line with best practices as any of these documents have the possibility of being reviewed by the people involved.

**Key Considerations:**

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

How are errors typically detected for work completed by this position?  
Errors usually detected through verification and review processes.

What is the typical scope of impact to the organization for errors in this position?  
Results in some workflow disruption, duplication and/or wasted resources.

## WORK ENVIRONMENT

Describe the physical environment that the incumbent works in. Consideration should be given to:

- The probability or likelihood of exposure to disagreeable/hazardous elements.
- The nature of the disagreeable/hazardous element
- Length of exposure while on the job
- Travel

Complete the chart below. Answer the questions in the Key Considerations section.

Environment	% of Time
Professional office environment Yes	70%
Outdoor work; seasonal conditions No	0%
Other (please specify) Residence community (suites, bedrooms, maintenance rooms, public spaces.)	25%
Other (please specify) Travel	5%

### Key Considerations:

With respect to the nature of disagreeable/hazardous elements this position is in contact with, would you describe them as:

Slightly disagreeable

With regard to the disagreeable/hazardous elements referenced above, how often does the position encounter them?

Occasional

If this position is required to engage in business related travel, what is the frequency of the travel?

Choose an item.

## SUPPLEMENTAL DATA

Provide any additional information which will serve to further enhance understanding of the position.

[Click here](#) to enter text.