Position Title: Manager, Residence and Community Life  
Department: Student Affairs  
Reports To: Director, Student Affairs  
Hiring Range: $71,420 - $78,388

**General Accountability**

Reporting to the Director, Student Affairs, the Manager, Residence and Community Life is responsible for contributing to an engaging, inclusive, and safe living and campus environment that is conducive to academic study, learning and growth, and positive social experiences. This includes leading Student Affairs initiatives related to residence life and education, student activities and community life, and student leadership development. The Manager collaborates with the Student Affairs team to achieve the University’s mission and vision, and represents the University in a manner consistent with its values, goals, and strategic direction.

**Nature and Scope**

St. Jerome’s University provides a culture and environment for employees that endeavors to promote the mission and vision of the university. Employees contribute to the larger institutional goals and conduct themselves in a manner that fosters the prevailing sense of collegiality among faculty, staff and students.

The Manager, Residence and Community Life ensures the successful development and implementation of student-based programs and services that foster student learning, community engagement, and personal development. The Manager must be knowledgeable about and have experience with implementing principles of equity, diversity, inclusivity and indigenization. They must be familiar with changing demands from current and prospective students, and applying student development theory to facilitate and encourage a transformational student experience based on the premise of educating the whole person.

The Manager must contribute to the overall well-being of all students by proactively creating supports through a residence and community life system of professional student-services staff, paraprofessional student-staff and student leaders. The Manager seeks opportunities to work collaboratively with partners outside of St. Jerome’s University including University of Waterloo Campus Housing, and local and international non-profit organizations partners.
Specific Accountabilities

Residence

• Escalation point for students, parents, faculty, and staff for matters relating to student conduct
• Responsible for ensuring residence policies are followed, and manages escalated policy enforcement, discipline, residence emergencies, and crisis intervention in a manner guided by a restorative justice approach, and informed by EDI principles
• Manages a system of 24-7 on-call and emergency response within the residence
• Responds to and supports complex student needs including, but not limited to, mental health and sexual violence matters
• Supports the potential development and management of future living-learning communities in residence
• Leads initiatives to secure student residence occupancy, including: marketing, recruitment, admissions, contracts, residence processes, and fee administration
• Works in collaboration with Business Operations team to ensure that a suitable living environment is maintained and improved on an ongoing basis
• Collaborates with Business Operations team on financial operations of residence
• Develops and is accountable for an annual budget related to residence life, and makes recommendations regarding residence fees based on residence and university trends

Community Life

• Based on the student life cycle, manages staff in supporting the implementation of initiatives and activities that foster student learning and engagement for SJU students
• Informs and manages staff in understanding the differing realities and needs of the many students who are connected to the SJU community (e.g. SJU residents vs. SJU co-registered students living off campus, first year vs. upper-year students, etc.)
• Supports team in managing the development, implementation, and evaluation of foundational student leadership initiatives (including suggested training, recruitment, professional development, compensation, etc. for students leaders in Student Affairs)
• Informs and manages staff in the planning, organizing, and collaboration internally and externally to deliver SJU orientation and transition activities

Management Accountability

• Makes strategic recommendations to the Director, Student Affairs related to residence, community life
• Ensures development and implementation of best practices in residence and student life
• Ensures best practices are held in the leadership and training of residence and community life student leaders
• Provides excellent leadership to all residence and community life staff, and creates and maintains positive working relationships by facilitating annual goal setting with each team member, and effectively measuring and evaluating performance, and providing feedback
• Offers direction and support to residence and community life staff in their recruitment, selection, training, supervision, and performance management of student leaders
• Promotes a positive and holistic culture consistent with the mission of the University for all SJU students
• Keeps current on issues, trends, demands and approaches in the residence and student life fields aimed at improving student involvement, upper year retention and the overall satisfaction of residents with their experience at St. Jerome’s University
• Develops performance indicators to measure achievements and reports results to Director, Student Affairs
• Empowers staff to resolve residence and community life issues, and exercise judgment in escalating to Manager as needed
• Develops and strengthens relationships with strategic partners and stakeholders on and off campus
• Provides back up support to Residence team and broader Student Affairs team, as needed

Working Conditions
• Periods of irregular or high volume activity will require some evening and weekend work (e.g. student staff training)
• Manages a system of 24-7 on-call and emergency response within the residence, and needs to available for regular on-call responsibilities
• Regularly dealing with students who are upset, struggling, or experiencing various physical or mental health issues
• Regular office environment

Qualifications Required
• 3+ years of experience working in a post-secondary setting, with responsibilities including residence, student engagement, service learning, and/or wellness
• Bachelor’s degree required in relevant discipline
• Demonstrated leadership and management skills, with the ability to direct, motivate, and manage teams and individuals
• Appreciation for and understanding of whole-person student development
• Demonstrated budgetary and financial understanding
• Highly developed interpersonal and negotiation skills
• Ability to exercise diplomacy, tact, and confidentiality
• Excellent oral and written communication skills
• Experience and competence managing competing priorities
• Ability to deal with diverse issues in a dynamic and changing student environment
• Experience supporting complex student issues, including mental health and sexual violence response
• Commitment to lifelong learning and continuous improvement an asset
• EDI training and/or experience an asset
• Familiar with the Catholic Social Teachings and the value of their integration in service learning initiatives an asset
• Certification in ASIST, safeTALK, ASIST, and/or Mental Health First Aid preferred
• Ability to obtain a Vulnerable Sector Check