

Position Summary

Community Assistants (CAs) are important leaders in our Campus Housing Communities and our wider campus community. Reporting to the Coordinator, Campus Housing CAs are trusted to actively engage, promote and build an environment in Campus Housing that welcomes all. Supporting the safety and security systems in Campus Housing, CAs support the delivery of programs/activities to students that foster personal growth, social connection, and support academic success.

As an CA you will have the opportunity to help make a difference on campus as well as learn and develop new knowledge and skills that will be transferrable to future opportunities. As a Campus Housing Leader in creating a respectful community, we expect all CAs to show thoughtfulness, consideration, and care toward others in all interactions, recognize the value in each person, and treat others with fairness and dignity.

Eligibility

- a) Be a registered, full-time student of NSCC.
- b) Be legally entitled to work in Canada or possess a valid student visa.
- c) Be in good academic standing and if selected, maintain good academic standing throughout the term of the contract.
- d) Possess or have a willingness to obtain a valid and current certificate for Emergency First Aid & Heart Saver "A" CPR prior to the start date of the contract. The certificate must be maintained for the duration of the CA contract.
- e) Must submit a Criminal Record Check, including the Vulnerable Sector review.
- f) If academic program consists of a Work Experience program that will occur during the appointment dates (see Terms), this does not preclude them from the opportunity however NSCC Campus Housing expects the CA to make every reasonable effort to find a local work experience.
- g) Extracurricular activities or additional employment cannot exceed a maximum of ten (10) hours per week. Exceptions may be granted on a case-by-case basis by the campus Coordinator.

As an advisor, educator, resource, and support in the Campus Housing community, this is a live-in role, which generally consists of the following responsibilities:

Community Support and Response

- a) Advise and provide students with information and assistance in dealing with personal, academic, and administrative concerns. Make appropriate referrals and conduct follow-up conversations as expected/required.
- b) Promote positive resolutions of interpersonal (roommate/suitemate/floormate) conflicts which includes utilizing tools and resources such as Roommate/Suitemate agreements, mediation and referral to the Coordinator.

- c) Educate students on the NSCC Campus Housing Community Standards Policy and Procedures and their importance in building our communities.
- d) Ensure that community standards are enforced and maintained, which includes intervening in, reporting and documenting incidents.
- e) Conduct learning conversations and/or educational sanctions with students in response to violations of the Campus Housing Community Standards as directed.
- f) Assist in the handling of emergencies, in partnership with other Campus Housing staff, Security Services and/or other campus partners.
- g) Participate in a rotational, on-call duty system, which includes physical “rounds” of the building, designed to generate opportunities to connect with students, prevent incidents of concern, and support community success and safety.
- h) Develop and promote a civil and respectful working environment and relationships with Campus Housing Colleagues, management and all College Staff. Any form of discrimination or harassment towards any member of the College Community will be grounds for immediate dismissal.
- i) In cases of absence, arrange for shift coverage and notify the Coordinator in advance.

Community Development

- a) Assist with Orientation Week and Campus Housing Move-In (September/January). This involves greeting students and parents as well as providing assistance and support to campus and Campus Housing Orientation events.
- b) Assist in supporting the transition of any new students to Campus Housing and campus throughout the year.
- c) Actively establish a relationship with all members of your assigned area of responsibility and establish yourself as a safe and reliable resource for your students. It is important to be available for as many evenings and weekends as possible, either on an “open door” policy, or by having set hours of availability.
- d) Implement educational programming that supports the needs of the student population under the guidance of the Campus Housing Educational Programming Model.
- e) Design, market and execute 6 programs per term that address, at minimum, one of each of the Campus Housing Education pillars (Community Connections, Academic Success, Wellbeing).
- f) To support community-based programming, a per-student allowance of \$25/student will be provided to each CA as financial support for programming initiatives. The CA is responsible for reporting and reconciling any expenditures with the Coordinator.

Campus Housing Facility Related Duties

- a) Document and communicate all facility concerns and damages to the appropriate Facilities staff member or Coordinator as soon as a concern becomes apparent.
- b) Promote the goals of sustainability through the recycling, compost and waste reduction initiatives in Campus Housing and the Dining Halls.
- c) Manage individual community to ensure appropriate and clean common spaces.

- d) Assist in the completion and tracking of the room assessment forms.
- e) Promote building respect and pride.

Communication & Administration

- a) Actively engage with your students through passive educational, community and personal wellbeing messages and utilize various mediums (Microsoft Teams, Social Media, bulletin boards) to support messaging.
- b) Submit all incident/concerns, peer helping, or programming reports to the Coordinator within 24 hours of occurrence.
- c) Attend regular Campus Housing Staff meetings and scheduled 1:1 meetings.
- d) Attend, as necessary, any Student Association meetings.
- e) Maintain active communication with your Campus Housing community, including establishing social media/digital platforms and sharing relevant NSCC communications as directed.
- f) Assist in the administration of surveys and feedback processes as directed by the Campus Housing Office.
- g) Perform additional duties as required by NSCC Campus Housing.

Training, Development & Support

The CA role is one that is both challenging and dynamic. NSCC Campus Housing endeavors to train, support, develop and provide opportunities for all CAs to learn new skills that can support their future opportunities.

- a) CAs are required to attend and participate in mandatory training sessions, which occurs for 1-2 weeks in August, and the Campus Housing Training Day before the beginning of the Winter Term in January (dates to be confirmed with any letter of offer).
- b) CAs are expected to read and be familiar with the information included in the Living On-Campus Guide, Campus Housing Community Standards Policy and Procedures, Sexual Violence Policy and Respectful Communities Policy, and any other material distributed by NSCC Campus Housing.
- c) The performance of CAs will be regularly assessed and supported and will include regular 1:1 session with the Coordinator and may include annual assessment by students.
- d) When performance is perceived to be below standard, the matter will be addressed immediately and confidentially between the CA and their Coordinator.
- e) Community Assistants are expected to act as a role model demonstrating a commitment to the Campus Housing Community, abiding by all Community Standards, respecting the dignity and identity of every student, and being a respectful member to our surrounding communities. CAs are also expected to demonstrate a commitment to education, learning and their academics.

Terms of Appointment

- a) Each CA appointment is for one academic year and the terms of appointment cover the entire academic year.
- b) During the first term, responsibilities extend from the first day of training to twenty-four (24) hours after the last scheduled day of the Winter Term in December. The second term begins on the first Sunday before classes in January and extends to twenty-four (24) hours after the last scheduled exam in April. This includes all long weekends and Reading Week.
- c) CAs are supervised by and report directly to the Coordinator responsible for their campus.
- d) CAs are expected to spend most evenings in Campus Housing and are required to receive permission from their Coordinator for exceptions. NSCC Campus Housing will provide dates when allowances are restricted (for example, Move-in day, Orientation Week).
- e) CAs must abide by expectations, standards, policies and procedures as outlined in the Campus Housing Community Standards, Student Code of Conduct, Sexual Violence Policy, Respectful Communities Policy, etc. Violations of any of these policies may be grounds for dismissal.
- f) Sexual, physical or romantic relationships within the CA's Campus Housing location are strongly discouraged.
- g) NSCC Campus Housing reserves the right to revise the terms of employment, the eligibility requirements, or the duties and responsibilities of Community Assistant to meet unexpected or unavoidable developments.
- h) If for any reason, a CA is removed from their position, they will be required to vacate the room/suite which has been assigned to the CA for that community.

Remuneration

- a) Remuneration for each Community Assistant role will be:
 - a. The current value of a single room (Super-single where available) or single (1-bedroom) suite on their campus.
 - b. A meal plan or dining dollars plan as associated with their NSCC Campus Housing plan.