

About Quest University

Quest University Canada acknowledges that it sits on the traditional, ancestral, and unceded territory of the Skwxwú7mesh (Squamish) peoples. We are grateful to have the opportunity to work, learn, and live in this blessed territory.

Quest is an independent, not-for-profit liberal arts and sciences university that opened its doors 2007. Our campus is situated amidst the Coast Mountains in Squamish, midway between Vancouver and Whistler. Built to prepare students for the challenges of the 21st century, Quest's innovative academic program, highly engaged student population, and outstanding faculty are gaining world-wide recognition. Quest offers a competitive salary and a dynamic workplace. For more information about Quest, visit us online at www.questu.ca.

Quest University Canada is accredited by the Degree Quality Assessment Board of the province of British Columbia and is a member of the Education Quality Assurance.

About the Role

Quest University Canada is seeking a versatile, empathetic, and innovative leader for the role of Manager, Residence Life and Student Leadership. Quest is a residential campus and living on campus is a central part of the Quest student experience.

The Manager provides support services that foster student learning, success, and strong student communities. The Manager plays an important role in the creation and implementation of systems, processes, and initiatives to enhance students' on-campus experience. The Manager, Residence Life and Student Leadership, is responsible for overall research, design, and delivery of co-curricular social and educational programming in campus residences. Serving as a liaison to all student leaders, this individual will support students as they plan and deliver on-campus programs, events, and initiatives. This individual leads a team of part-time and student staff, including their recruitment, supervision, training, development, coaching, and performance management.

The Manager plays an active role in student care and conduct, including promoting community living standards, managing behavioral concerns, administering sanctions, and making referrals to appropriate on and off-campus supports. This individual is also a key member of Quest's emergency response system. Residence Life offers after-hours emergency response to resident crises and emergencies. The Residence Life Manager is required to live in an assigned private apartment on campus, and is highly visible, works flexible hours, and participates in a rotating on-call schedule for student emergencies. Irregular hours, extended workdays, and attendance at evening and weekend meetings, programs, functions are often required. Work has sessional peaks and an annual cycle.

Qualifications

- Bachelor's degree in Education, Social Sciences, or other related field.
- 5-7 years of recent related experience, or equivalent combination of formal education and relevant work experience.
- Ability to design, deliver, and assess education, training, and programs which advance student leadership skills, foster community, and increase wellness and safety.
- Experience in program and event coordination or management, including with risk mitigation.
- Experience and skill in conflict mediation, dispute resolution, and case management. • Experience supervising and coaching a team.
- Experience with setting priorities and achieving goals and objectives in a fast-paced environment.
- Knowledge of current best practices and legal requirements in higher education.

- Excellent interpersonal, written, presentation, and oral communication skills.
- Ability to build effective working relationships with a wide range of students, faculty, and staff.
- Ability and commitment to serve the needs of a diverse student population, including skill in collaborating with stakeholders to actively remove barriers faced by equity-deserving groups.
- Ability to communicate difficult/sensitive information, and skill in meeting confidentiality requirements.
- Ability to respond effectively and efficiently in high-stress, crisis, and emergency situations.
- Ability to identify, develop, implement, and evaluate innovative programming and practices.
- Willingness to live and work in a residential campus environment, and to respond to campus emergencies after hours, when on-call.
- Knowledge of and experience with StarRez student housing software an asset.
- Additional training in conflict mediation, mental health first aid, young adult development, human resources, risk and emergency management, first-aid, and coaching/advising an asset.

TO APPLY

Candidates are asked to submit the following documents in PDF format to **human.resources@questu.ca** by **July 5, 2021**.

- Applications should consist of a full curriculum vitae detailing qualifications and relevant achievements.
- A covering letter describing briefly how candidates meet the criteria in the 'Qualifications' and 'Knowledge, Skills, & Abilities' section of the job profile, why the appointment is of interest, and what they believe they can bring to the role.
- Names of references and evidence of credentials will only be requested at the end of the recruitment process.

Quest University is committed to **equity and diversity** in its community and welcomes applications from women, racialized persons/persons of colour, Indigenous peoples, persons with disabilities, persons of all sexual orientations and genders, and others who may contribute to the further diversification of ideas. All qualified candidates are encouraged to apply. However, Canadian citizens and permanent residents will be given priority. Application materials, including letters of reference, will be handled in accordance with the "**Freedom of Information and Protection of Privacy Act**" (British Columbia).

SCHEDULE A – Manager, Residence Life and Student Leadership

- I. Title:** Manager, Residence Life and Student Leadership
- Department:** Student Life
- Schedule:** Full-time, 40 hours per week
9:00am – 5:00pm, Monday to Friday
Evenings and weekends on occasion

Organization Relationships:

- Reports to:** Dean, Student Life
- Supervises:** Staff working in Residence Life including Residence Coordinators, and Resident Assistants
- Coordinates with:** Student Life Team, Campus Operations Team, Campus Security; Quest University Student Association, Human Resources

II. Statement of the Job

The Manager, Residence Life and Student Leadership, lives on the Quest campus and manages Residence Life initiatives and programming, including Residence Council, student conduct, and student leadership activities. This role manages the Residence Coordinators and provides support and guidance for the Residence Council, including Resident Assistants. In addition, this individual is responsible for the overall research, design, and delivery of the social and educational programming delivered to the residents at Quest, as well as the educational programming related to leadership development that is provided to Quest students. The Manager, Residence Life and Student Leadership, is a key member of Quest's emergency response system.

III. Essential Functions Manager, Residence Life

- In collaboration with the Dean and Student Life, further the University's strategic planning in relation to Residence Life and Student Leadership.
- Further best practices that promote individual and community development.
- Provide supervision and support to the Residence Life team including Residence Coordinators and Resident Assistants.
- In collaboration with the Dean, support students experiencing distress and manage cases of non-academic student conduct, including developing, overseeing, and documenting dispute resolution and educational sanctions.
- Develop and implement proactive measures, in collaboration with the Student Life team, that advance student wellbeing and safety.
- Provide oversight of the day-to-day administrative operations of Residence Life and Student Leadership.
- Manager Residence Coordinators and Resident Assistants, including hiring and selections processes, developing on-call schedules, developing and implementing training, and managing performance.
- Contribute to the creation and management of the Residence Life budget.

- Organize and deliver training and education which enhances and advances student leadership skills and capacities, including an annual student leadership summit.
- Liaise with the student association, student clubs, and student organizers on student-led initiatives and events.
- Oversee procedures, processes and training related to risk management and mitigation for student-led programs and events.
- Provide direction and oversight for the social and educational programming delivered by the Residence Life team.
- Liaise and collaborate with other Quest offices to improve the delivery of Residence Life programming and services on the campus.
- Oversee the provision of 24/7 Residence Emergency Response for students, including liaising with Campus Operations, Campus Security and Campus EMS.
- Respond to campus issues and emergencies when on-call.
- Work with other relevant Quest areas and staff to guide Quest's emergency preparedness. Provide incident command and logistical support, as needed, for emergency events on campus.
- Collaborate on the placement of students in on-campus Housing; oversee communication with students regarding their on-campus, residential experience.
- Sit as a member of the Student Care Team.
- Lead, or participate in, divisional or University-wide initiatives and committees as assigned. Represent Quest and Quest's interests with external individuals, community organizations, professional organizations, other post-secondary educational institutions, and government partners.
- Promote innovative and collaborative approaches to the provision of Residence Life and Student Leadership programs.
- Oversee the review and assessment of Residence Life services and programs.
- Ensure that all practices are delivered with fairness, accountability, consistency, and transparency.
- Co-facilitate operations of the Student Life team.
- Work with the Dean to develop and revise relevant policies, procedures, and documents including the Community Living Guide as required.
- Other duties as assigned.

IV. Knowledge, Skills and Abilities

- Knowledge of young adult and community development.
- Knowledge of and commitment to the **mission, vision, and values** of Quest
- Ability and commitment to serving the needs of a diverse student population, including skill in collaborating with stakeholders to remove barriers faced by equity deserving groups.
- Knowledge of current best practices and legal requirements in higher education.
- Excellent interpersonal, written, presentation, and oral communication skills, delivered in a manner appropriate to the audience.
- Ability to work as a team leader and in the development of effective working relationships with a wide range of students, faculty, and staff.

- Ability to supervise and coach professional, para-professional, and student staff.
- Knowledge and ability in researching, designing, delivering, and assessing social, educational, and recreational programming.
- Knowledge and understanding of relevant privacy guidelines, the ability to communicate difficult/sensitive information, and skill in meeting confidentiality requirements.
- Ability to respond effectively and efficiently in high-stress, crisis, and emergency situations.
- Ability to analyze data, synthesize complex information, and derive appropriate recommendations.
- Ability to identify, develop, implement, and evaluate innovative programming and practices.
- Ability to establish priorities, organize, schedule, and solve problems.

V. Prerequisite Experience, Training and Education

- Bachelor's degree in Education, Social Sciences, or other related field;
- 5-7 years of recent related experience, or equivalent combination of formal education and relevant work experience;
- Experience working alongside and actively advancing equity for traditionally minoritized students;
- Experience in conflict mediation and case management;
- Experience in program and event coordination or management, including risk mitigation;
- Experience working in education, preferably in Higher Education;
- Experience designing, delivering, and assessing education and training;
- Experience supervising and coaching a team;
- Experience with setting priorities and achieving departmental goals and objectives in a fast paced environment;
- Additional training in conflict mediation, mental health first aid, young adult development, human resources, risk and emergency management, first-aid, and coaching/advising an asset.
- Knowledge of and experience working with StarRez student housing software an asset.