
Position Description Residence Don

Faculty/Unit: Housing & Ancillary Services

Department: Housing

Employee Group: Non-Union

Appointment Type: Contract

Appointment Status: Temporary Part-Time

Start Date: 2027/08/19

End Date: 2028/05/01

Hours per Week: 20-24

Salary: \$15,711.32 + 4% Vacation Pay (Pending budgetary approval for 2027-28)

About Western

Since 1878, Western University has been committed to serving our communities through the pursuit of academic excellence and by providing students, faculty, and community members with life-long opportunities for intellectual, social, and cultural growth. We seek excellent students, faculty, and staff to join us in what has become known as the "Western Experience" - an opportunity to contribute to a better world through the development of new knowledge, new abilities, new connections, and new ways to make a difference.

About Us

The Division of Housing and Ancillary Services strives to provide its residents and student staff with a work environment where academic success and personal growth are promoted. The Residence Life & Education team, comprised of full-time professionals and part-time student leaders, is committed to providing a supportive, inclusive community for students to live, learn, and flourish. As a team, we recognize the importance of providing a smooth transition into university and a healthy living and learning environment.

Student leaders strive to offer enriching programming initiatives, foster a sense of belonging, and act as role models to all building residents.

Role Description

The Residence Don fosters a supportive, engaging, and inclusive residence environment by empowering student leaders to build community, promote involvement, and support peers through their transition to university life. Residence Dons create and deliver initiatives aligned with Housing's Community Development Model and Learning Priorities—self-awareness, intellectual engagement, and citizenship—while upholding residence policies, responding to student needs, and serving as positive role models. Through programming, collaboration, on-duty responsibilities, and ongoing student support, Residence Dons help cultivate a safe, connected, and vibrant residential experience at Western.

Responsibilities

Reporting to the Residence Life Coordinator, Residence Dons strive to offer enriching programs, foster a sense of belonging, and act as role models to all building residents. Residence Dons support students' transition to Western by developing initiatives that address the needs of the residence community and ensuring that residence policies are upheld. This role will:

- Lead in the development of a residence community by promoting student involvement, creating the opportunity for capacity building, and supporting student transition into university life
- Develop and facilitate initiatives that address the needs of the residence community and implement the Community Development Model set out by Housing
- Demonstrate Housing's Learning Priorities through programs, initiatives, and interactions with students, fostering learning in the areas of Self-Awareness, Intellectual Engagement and Citizenship
- Ensure that residence policies are upheld and respond to policy violations and emergencies as they arise
- Maintain open communication and collaboration and manage administrative and other duties as assigned
- Participate in the on-duty schedule
- Act as a role model of respect for self, others, and the community
- Maintain confidentiality of sensitive and personal information in accordance with Western University's policies and legal requirements.

See Appendix at the end of this document for more in-depth information on the responsibilities.

Note: All Residence Dons are required to pay residence fees, including meal plan charges, for the building in which they live.

Qualifications

Education & Training:

- Registered full-time main campus Western students with a 60% average or higher
- Completion of a satisfactory Police Vulnerable Sector Check, all required HR training modules, and a recognized Standard First Aid and CPR-C Certificate before assuming their duties
- Complete all components of mandatory Residence Life Staff training before assuming their duties, and throughout the academic year. Individuals who are not able to complete component(s) of training may not be eligible to assume their roles.
- Available to work during important dates, including: Move-In, OWeek, Fall & Winter Term Preview Days, support students throughout university closures, and assist in Fall & Winter Term residence closure etc.
- **Must be available and present for the complete duration of the Learning and Development Conference from August 23 - September 2, 2027.**
- Residence Don roles may include situations where staff members will be approached by students who have experienced challenges or exhibit high-risk behaviours such as thoughts of suicide, gender-based and sexual violence, domestic violence, mental health concerns, and self-harm. Residence Staff are responsible for listening and providing resources to students; they do not provide counselling. To this end, all Residence Life Staff are trained in these high-risk areas in order to provide an appropriate response and support to students. All Residence Life Staff will be trained and certified in *safeTALK Suicide Prevention* during the Learning and

Development Conference in August. Residence Dons must attend and participate in all training in these areas.

Experience:

- 1 year of customer service, volunteer, and/or leadership experience
- Previous experience working or volunteering in Western residences preferred

Skills, Abilities & Expertise:

- Collaboration and Teamwork: actively participates as a member of a team to move the team toward the completion of goals and maintains strong connections with team members and key stakeholders
- Communication and Interpersonal Relationships: Proactively communicates to enhance relationships across the organization; articulates thoughts and ideas while also listening to others' perspectives; develops and maintains positive working relationships
- Conflict Resolution and Mediation: ability to navigate difficult situations, utilizing appropriate styles and methods to reduce tension or conflict
- Critical Thinking and Problem Solving: provides solutions to community needs through innovation, resourcefulness and making appropriate referrals
- Flexibility and Adaptability: able to navigate change and adjust behaviour/processes as needed
- Leadership and Self-Efficacy: able to develop shared vision to lead students and staff to excellence while also being aware of own strengths and limitations

Why Western?

Western offers a broad and exciting variety of part-time and temporary employment opportunities with ample room for job exploration and growth. Within our beautiful campus, you are part of a progressive work environment that promotes work/life balance, including access to our state-of-the-art recreation centre. Apply for an opportunity to be part of the Western community and contribute to its success!

Applying at Western

To ensure that your application is given full consideration, please complete all relevant sections of the application on the [MyHousing Portal](#).

Consideration of applicants will include an assessment of previous performance (for returning staff), experience, and qualifications. Applicants should have oral communication skills in English.

Western Values Diversity

The University invites applications from all qualified individuals. Western is committed to employment equity and diversity in the workplace and welcomes applications from women, members of racialized groups/visible minorities, Indigenous persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression.

Accommodations are available for applicants with disabilities throughout the recruitment process. If you require accommodations for interviews or other meetings, please contact residencelife@uwo.ca.

Appendix A:

Lead in the development of a residence community by promoting student involvement, creating the opportunity for capacity building, and supporting student transition into university life.

- Help residents adjust to roommates, suitemates, and floor mates (lead mediations as needed)
- Encourage and support residents with their involvement within residence and on campus
- Understand and use resources available for the support and assistance of residents
- Work collaboratively with other student leaders in the community
- Understand the role of the Residence Education Advisor (REA) and encourage residents to access their services
- Establish, develop, and maintain an open relationship with each member of your community, regularly interacting with each member on your floor
- Facilitate a Floor Community Standards meeting, according to dates listed in the Community Development Model
- Coordinate and facilitate weekly floor meetings during the first six weeks of the academic year, moving to a bi-weekly schedule thereafter
- Serve as a resource and/or provide information about programs and opportunities available on campus
- Inform residents of emergency procedures, including fire evacuation and where to shelter in case of severe weather
- Create a communications area on the floor that is regularly maintained for academic information and updates of events and initiatives on the floor, in residence, or on campus
- Alert the Residence Life Coordinator(s) regarding student issues or needs, as well as problem areas in the building
- Assist residents proactively with their personal and group concerns within your limits of training and capability
- Design and implement effective community development initiatives
- Actively participate in mentor/mentee initiatives with other Residence Life Staff
- Use problem solving skills to approach difficult situations
- Demonstrate positive attitudes and behaviours
- Work cooperatively with residents to maintain the rights of all residents
- Be available on a regular basis to residents on your floor
- Facilitate and participate in Residence-Based Day activities with other student leaders during Orientation Week
- Encourage involvement of the floor in planning programs/events/initiatives and in becoming involved in leadership opportunities

Develop and facilitate initiatives that address the needs of the residence community and implement the Community Development Model set out by Housing.

- Survey needs and interests of residents, and respond appropriately to needs assessment results using the Community Development Model
- Plan building-wide programs/initiatives on a large-scale basis (e.g., late-night weekend programs) as well as specific events for the individual floor as needed
- Adjust and adapt programming initiatives to the needs of your floor where appropriate
- Meet Community Development Model requirements according to each phase

Ensure that residence policies are upheld and respond to policy violations and emergencies as they arise.

- Know and understand the referral procedure for assistance
- Have a solid/demonstrated understanding of the *Residence Contract*, *In-Room Guide*, and *Move-In Guide*
- Respond to students who violate community standards and any other Housing and/or University policies or regulations, address the behaviour and the impact on the residence community, and document these incidents in a timely manner
- Report all potential behaviour management situations through appropriate channels
- Complete incident and duty reports as required in a timely manner
- Adhere to all written and verbal protocols established by the Residence Life Coordinator(s) and the Division of Housing and Ancillary Services
- Maintain building safety and security within reasonable individual limits and respond to emergencies as required
- Be available to assist in case of emergencies or unexpected events regardless of duty schedule
- Understand how and when to call the Student Emergency Response Team, Western Special Constables, and other emergency response units
- Ensure all policy violations are addressed in a consistent and fair manner
- Recognize when situations warrant a call for additional Residence Life Staff
- Approach situations in a calm manner and treat students with respect at all times

Maintain open communication and collaboration and manage administrative and other duties as assigned.

- Support programs conducted by fellow Residence Staff, including assisting, promoting, and/or attending these programs
- Support and cooperate with Residents' Council
- Support caretaking and maintenance staff, and communicate their role to residents
- Attend all Staff Meetings
- Submit all paperwork (e.g., log sheets, incident reports, duty reports, community development expectations, programming reports, tailor talks, damage reports, year-end reports/survey, etc.) in a timely manner, ensuring that it is completed thoroughly
- Communicate regularly with the Residence Life Coordinator(s) about happenings on your floor
- Communicate positively and directly with residents and staff, and encourage the same from others
- Respond to email and check mailbox daily
- Promote Housing and Ancillary Services surveys consistently and enthusiastically
- Attend mandatory ongoing learning and development sessions

- Assist with conducting building tours or other duties during university/residence open houses
- Demonstrate strong written and verbal communication skills by responding to and completing all administrative tasks in a timely and professional manner
- Initiate, support, and enforce safety and security policies and programs
- Maintain confidentiality about job-related issues
- Maintain objectivity in all situations

Participate in the on-duty schedule

- Assume on-duty shifts according to schedule and conduct all responsibilities while on duty
- Work cooperatively with other Housing Staff including Residence Life Coordinators, Residence Safety Coordinators, Front Desk staff, Guest Registration, Facilities Management, Leader-on-call, Campus Safety and Emergency Services, etc.
- Act quickly and use good judgement when dealing with residence incidents, including emergencies
- Communicate necessary information to the Residence Life Coordinator(s), Residence Life Coordinator-On-Call or Residence Safety Coordinator, and emergency services in a timely manner
- Carry out on-duty responsibilities, including “duty calls” from the front desk, inquiries from residents, and “rounds” to meet and engage with students
- Notify the Residence Life Coordinator(s), RLC-on-Call or Residence Safety Coordinator where appropriate.

Act as a role model of respect for self, others, and the community.

- Demonstrate academic efforts as a priority of residence life
- Refrain from behaviour that would undermine your position of leadership
- Respect the dignity and diversity of each resident and promote the same from others
- Abide by community standards and expectations in the Residence Contract and Student Code of Conduct
- Create an inclusive atmosphere and promote a sense of belonging to the floor and campus community for each resident