1. **Position Identification**

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<thead>
<tr>
<th>Position Number</th>
<th>991733, 991804</th>
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<tbody>
<tr>
<td>Position Title</td>
<td>Conduct Coordinator</td>
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<tr>
<td>Department</td>
<td>Residence Services</td>
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<tr>
<td>Reports to</td>
<td>Student Conduct Officer</td>
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<tr>
<td>Number of Direct/Indirect Reports</td>
<td>Direct_____ Indirect_______</td>
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<tr>
<td>Classification Level</td>
<td>SG 8</td>
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<tr>
<td>Last Updated</td>
<td>Month/Year</td>
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2. **Position Summary**

The Division of Student Affairs helps to transforms students’ lives by supporting and inspiring the highest standards of student learning and success, community engagement and staff development. The Division is comprised of over 30 reporting units in six departments: Athletics and Recreation, Campus Services, Indigenous Affairs, Office of the Registrar, Student Recruitment and Global Engagement, and Student Services. The Student Services department includes a diverse range of services including Health, Counselling, Residence, the Centre for Accessible Learning, the Office of Student Life, Academic Advising, and International Student Services.

Residence Services, a unit within the division of Student Affairs, provides accommodation, programming and education to the on-campus student community, in addition to providing a summer conference operation for off-campus customers. Residence Life and Education, a department within Residence Services aims to provide students with a safe and welcoming community where they are supported in their learning and personal development.

Reporting to the Student Conduct Officer (SCO) and as part of the Residence Life team, the Conduct Coordinator (CC) is responsible for supporting the residence conduct model and community standards system in alignment with the strategic goals and values of Residence Services. The Coordinator receives and reviews all incoming incident reports from Residence Services staff and campus partners. The CC ensures timely and efficient follow-up on a high-volume of cases and information by assessing and triaging conduct incidents and infractions; determining conduct levels and timelines for response; assigning follow-up duties to the Neighbourhood Managers and/or other Residence Services staff; and coordinating work flow, processes and deadlines. The Coordinator supervises the Residence Life Receptionist, assigning and monitoring day to day duties including scheduling of meetings, creating communications, etc. The CC tracks and monitors staff workloads and deadlines to ensure the conduct system is providing timely and efficient follow-up. The CC performs administrative and information management tasks using the Residence...
Service enterprise system and other software, ensuring best practices in regards to confidentiality, efficiency, archiving and information management.

The CC will also perform conduct follow-up to assist the team in periods with heavy workloads, including meeting and communicating with residents as per accepted Residence Services guidelines. This involves responding impartially to potential violations of the residence contract with the principles of promoting individual learning, accountability, procedural fairness and trauma-informed practice. The CC will determine appropriate responses considering the nature of the incident, procedural fairness, impacts on the individual and community, applicable policies, as well as scope and jurisdiction. Follow-up may include meetings, communication, information gathering, and/or the administration of education sanctions. The CC will consult with the Student Conduct Officer and/or colleagues to determine jurisdiction and appropriate referral for follow up of higher level conduct incidents.

3. Key Responsibilities and Expectations

Identify 3 to 5 key responsibilities and expectations for each.

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<th>Key Responsibilities</th>
<th>Expectations:</th>
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| Coordination of conduct system and processes 40% | • Acts as the initial point of contact for the receipt of all Incident Reports in residence, including those generated by Residence Services staff and campus partners  
• Assesses and triages incidents in regards to severity and urgency of follow-up; assigns incidents to Neighbourhood Managers, Student Conduct Officer or other Residence Services staff depending on the incident level and type of follow-up required  
• Assigns the scheduling of conduct follow-up meetings and other day-to-day administrative tasks to the Residence Life Receptionist, ensuring schedules and deadlines are met  
• Consults with Student Conduct Officer (SCO) to determine referrals to other university departments, including Office of Student Life, Campus Security Services, and Equity and Human Rights office  
• Assists in training student and professional staff in conduct processes |
| Administration of conduct processes 30% | • Under the direction of the SCO, tracks and monitors staff workloads and follow-up to ensure timely and consistent responses to incidents; assigns workloads and cases as appropriate |
- Monitors the quality of incident reports received by student-staff through StarRez; provides feedback to Neighbourhood Managers to ensure follow up and training
- Under the direction of the SCO, writes and edits documents, letters and reports to facilitate the conduct system process, including follow-up and sanction letters to residents
- Writes, edits and/or oversees the creation and distribution of communications to the general residence community in regard to conduct-related concerns and seasonal restrictions (quiet hours, etc)
- Serve as the StarRez (on-line reporting database system) Judicial and Persons of Concern modules lead, training and orienting staff to the software, and making recommendations on software changes or training updates as needed
- Uses StarRez to monitor conduct and follow-up trends and responses. Creates administrative reports to provide good decision making information to SCO, NMs and management team
- Under the direction of the SCO or Associate Director, Residence Life, organizes meetings of Response Coordination team and other committees to support the SCO and conduct team members
- Develops and maintains administrative tools for use in the conduct system processes, including a library of templates and sanctions; and an effective records archive system
- Assists the SCO by gathering and disseminating information for use in appeal processes, Freedom of Information requests, report writing, etc.
- Supervises the Residence Life Receptionist

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<th>Conduct Follow-up with residents 30%</th>
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<td>Supports the work of the Neighbourhood Managers by acting as backup to their conduct work as required to ensure timely responses. This may include following up with residents involved in community standard violations; conducting one on one and group meetings; writing letters and communications, and other duties.</td>
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<td>Provides feedback to the Neighbourhood Managers to assist with coaching and directing student-staff staff in implementing Community Standards, writing incident reports and responding to emergencies.</td>
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<td>Responds impartially to potential violations of the residence contract with the principles of promoting</td>
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individual learning, accountability, procedural fairness and trauma-informed practice.

- Determines appropriate process for response considering nature of incident, procedural fairness, impacts on individual and community, applicable policies, scope, and jurisdiction. This may include follow up meetings, information gathering, and/or the administration of education sanctions.
- Consults with Student Conduct Officer and campus colleagues to determine jurisdiction and appropriate referral for follow up of higher level conduct, health and or mental health incidents.
- Liaises with and/or refers students to other University departments and staff as required, including Counseling, Health, Office of Student Life, etc.
- Provides conflict resolution support to residents through individual coaching and/or meeting facilitation, in collaboration with Neighbourhood Managers and SCO.

4. Classification Factors:

**Problem-Solving:**
The Conduct Coordinator supports the SCO and the NMs through timely and judicious analysis of student conduct and behavioural incidents as reported by student staff through Residence Services enterprise system. This triage process requires critical thinking and quick judgment to identify severity and risk levels in order to forward the incidents to the SCO, the NMs, and/or the Student Support Manager for appropriate follow up. Precedents and procedures generally guide decisions but occasionally no prior precedent is set and in collaboration with the Student Conduct Officer and Neighbourhood Managers, may require the adaptation of Residence Services responses to address the needs of the situation or the student.

In supporting the Neighbourhood Managers and the SCO with conduct follow-up, the Coordinator may work with individuals in highly complex, emotional, and sometimes adversarial situations which require sensitivity, tact, diplomacy, conflict management skills and the ability to explain complex decisions. Decisions may be controversial at times and the communication of decisions or process outcomes requires an ability to treat multiple stakeholders with equal care, concern, respect and fairness.

In collaboration with the Student Conduct Officer and the NMs, this position develops and recommends new methods and procedures as needed to support student conduct best practices.

**Responsibility for Financial & Material resources:**
This position does not have budgetary responsibilities.
Responsibility for Human Resources:
This position provides direct, formal supervision to the Residence Life Receptionist. The CC also coordinates the workload and assigns specific cases and tasks to Neighbourhood Managers in order to manage a high-volume of cases and information.

Impact of Decisions and Actions:
The Coordinator reports directly to the Student Conduct Officer. The Coordinator is expected to make independent, thoughtful and timely decisions regarding the application of the conduct policies within the residence contract on a daily basis. While decisions are made within existing policy and procedure frameworks, the incumbent must use a high level of judgement in applying these frameworks, as each issue and situation is unique and contextual.

This position will occasionally work with students in distress, students who are a risk to self or others, or students exhibiting concerning behaviours that require an immediate intervention. This position will also occasionally encounter people or situations that are adversarial or high-risk that require Campus Security and/or police support.

Independence:
The Coordinator is expected to function independently in terms of managing priorities, utilizing time effectively, and exercising judgement on a day to day basis. The Coordinator is expected to consult with the SCO and other team members for any complex, high-level and urgent incidents, including any incidents that require referrals to other offices, or the input of Response Coordination Teams. The Coordinator is expected to consult with the SCO to resolve issues pertaining the assignment of workloads and deadlines to other staff.

5. Summary of qualifications:
An undergraduate degree, and three years of related professional experience, including:
- Experience working in the application of a student conduct or a related system, including determining sanctions, conflict resolution, mediation or restorative justice;
- An equivalent combinations of education, training and/or experience may be considered.

This position requires:
- Superior organizational, written and verbal communication skills, ability to respond quickly and effectively to process a high volume of information and reports
• Good judgement and responsiveness in situations of conflict; effective decision-making skills
• Good critical thinking and practical problem solving skills; demonstrated understanding of risk and liability issues.
• Demonstrated knowledge of procedural fairness and natural justice;
• Understanding of and commitment of a developmental response to student or community conduct issues.
• The ability to deal with confidential and/or potentially conflictual issues with tact, diplomacy and compassion.
• Strong software and administrative skills, including incident and report writing, information and records management
• Ability to work in a highly collaborative environment both as part of a team and independently.
• Ability to develop and maintain positive relationships with multiple stakeholders.
• Demonstrated self-awareness in regards to establishing healthy boundaries, stress management and communication skills.

The following are considered to be assets:

• Training in areas such as: conflict analysis or resolution, trauma informed practice, suicide intervention, violence risk assessment; mental health issues
• Knowledge of current and emerging trends in higher education and/or residences pertaining to student conduct, student persistence and success.
• Experience working in student residences
• A knowledge of student development theory and practice.

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<th>Manager's/Supervisor's Signature</th>
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