



Student Life Coordinator

Overview

Bader College, located at historic Herstmonceux Castle, East Sussex, is the overseas campus of Queen's University, Canada. The campus occupies a 600-acre estate, including a range of academic, residential, and recreational facilities. Our dedicated faculty and staff provide exceptional academic programming for undergraduate and postgraduate students from Canada and around the world. We also serve as a venue for international conferences and meetings. Our wholly owned trading subsidiary, Herstmonceux Castle Enterprises Limited (HCE), is responsible for running the gardens and grounds, corporate events, and other functions.

Bader College is committed to employment equity, inclusion and diversity and supports fair treatment and opportunity for all. No job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Student Services department

The Student Services department consists of the following members of staff: the Director of Student Experience and Residence Life, the Student Services Manager (SSM), the Residence Life Manager (RLM), four Student Life Coordinators (SLC), and the minibus drivers.

Salary: £23,000 pro rata per annum plus accommodation onsite in a one-bedroom ensuite room and meals during term-time.

Working hours: 40 hours/week. The role also includes evening and/or weekend commitments, and some travel is required. SLCs will be given lieu time, usually in the form of an extended weekend break, for any additional work hours accumulated. The post holder is required to live onsite.



Job Description

Main purposes of job	SLCs are responsible for dealing with a wide variety of issues facing students, while promoting a sense of belonging and facilitating a positive and respectful community among students.
Main Responsibilities	<p>STUDENT WELLBEING</p> <ul style="list-style-type: none"> • Establishing positive relationships with residents by being available, visible, and approachable in the Bader College community. • Being available and approachable to all students including outside of traditional office hours. • Respecting student privacy and confidentiality to the degree possible. • Responding to crisis situations including but not limited to suicide intervention, sexual violence, and on or off-site emergencies. • Assisting students in accessing healthcare services on and offcampus. • Providing residents with information and assistance in dealing with personal, academic, and administrative concerns, and making appropriate referrals. • Remaining alert to students who may be experiencing difficulties, including those who are not engaging with others or who are difficult to reach. • Mediating roommate/corridor-mate conflicts. <p>COMMUNITY DEVELOPMENT AND EDUCATIONAL PROGRAMMING</p> <ul style="list-style-type: none"> • Promoting a sense of belonging and positive and respectful community development among residents. • Facilitating, contributing to, promoting, and attending a range of inclusive events. • Planning, developing, implementing, and evaluating educational programming that meets the needs of students in residence, and promotes reflection and learning. • Planning, developing, implementing, and evaluating activities that support the Bader Skills Award. • Being proactive in identifying and addressing behaviours that are detrimental to the Bader College community. • Conducting regular community meetings for intentional community building, assessing student needs, disseminating information, and explaining Bader College policies and procedures. • Planning, organizing, and implementing portfolio duties and responsibilities in an effective, cost efficient, and coordinated manner. • Providing support and mentoring to a small committee of students within the portfolio. <p>STUDENT CONDUCT</p> <ul style="list-style-type: none"> • Educating residents about the Queen’s Code of Conduct and the Bader College Community Standards and their importance.

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- Upholding the Bader College Community Standards by conducting front-line interventions and reporting incidents through the appropriate channel(s).

HEALTH & SAFETY

- Upholding and complying with all applicable health and safety regulations and policies.
- Providing a first response to emergency or crisis situations, in partnership with other campus partners such as Campus Patrol.
- Maintaining building safety and security by participating in a rotational on-call system and participating in facility inspections.
- Communicating all facility concerns and damages to Bader Hall Reception, Campus Patrol, Housekeeping, Maintenance, or the department Managers.

ON-CALL & CRISIS MANAGEMENT

- Participate in the on-call schedule to ensure urgent incidents receive appropriate response and attention as required.
- Respond and coordinate the response to student emergency and crisis situations providing updates to the Manager/Director on-call.
- Ensure accurate records and reports are filed and forwarded for review/follow-up.
- Develop and maintain awareness of campus and community resources.
- Comply with appropriate policies, procedures and protocols when responding to emergency situations or students of concern.
- Develop and maintain excellent working relationship with Campus Patrol and Bader Hall Reception staff.

DEPARTMENTAL ADMINISTRATION

- Reading and being familiar with the information included in the Student Services Manual, Bader College Community Standards, Bader College Residence Agreement, Bader College policies and any other material distributed by Student Services.
- Attending weekly staff meetings, and weekly one-on-one meetings with the department Managers.
- Using the Student Services database (eRezLife) to thoroughly document work, including submitting individual reports concerning incidents or problems as needed and program proposals and assessment.
- Actively informing residents of pertinent academic, Bader College, and safety information.
- Keeping posters and information updated in residence corridors and in the Castle.

EXPERIENTIAL LEARNING OPPORTUNITIES

- **Supporting Experiential Learning Opportunities (ELOs)** by assisting the EL Department in execution of the Fall, Winter, and Spring term trips with travel

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	<p>logistics such as key distribution, headcounts, group management and student support.</p> <ul style="list-style-type: none"> Participating in a 24 hour on-call rotation to respond to concerning or emergency situations that may arise during the Mid-Term Trips. <p>TEAMWORK</p> <ul style="list-style-type: none"> Playing an active role in contributing to teamwork and team building with Student Services colleagues. <p>TRAINING AND DEVELOPMENT</p> <ul style="list-style-type: none"> Participating in required training for the role and contributing to team development. <p>OTHER</p> <ul style="list-style-type: none"> Additional duties as specified by the department Managers or the Director of Student Experience and Residence Life.
Key results/objectives	<ul style="list-style-type: none"> Support student mental health, physical health, and wellbeing, develop activities that promote intellectual development and personal growth, assist in the conduct process, and facilitate intentional living and learning experience to enhance student growth and well-being. Facilitate a unique portfolio on the SLC team. Support student health and wellbeing. Support Bader College recruitment and retention efforts and priorities. Provide emergency and crisis response. Demonstrate the knowledge, skills and disposition required to work effectively in a student services position and environment.

Holistic Wellness Portfolio

Portfolio Description

Main purposes of portfolio	<p>In addition to regular programming duties, SLCs will each get the opportunity to take on one specific portfolio. Each portfolio engages current students and SLCs will be responsible for mentoring and leading them toward a common goal. The main purpose of the Holistic Wellness Portfolio is to encourage student engagement with all facets of wellness, including but not limited to physical wellness, mental health and wellbeing, and community involvement.</p>
Main responsibilities	<p>ATHLETICS & RECREATION</p> <ul style="list-style-type: none"> Take the lead on the development and implementation of a comprehensive strategy for recreation and fitness to support student wellbeing and community engagement. Liaise with Gym Supervisor to ensure health and safety measures are being followed, equity and inclusion are being considered, and gym spaces are being booked through the What's On? Calendar.

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	<ul style="list-style-type: none"> Coordinate on-site fitness courses, based on student interest. <p>HEALTH & MENTAL WELLBEING</p> <ul style="list-style-type: none"> Assist the SSM with the implementation of wellness initiatives out of Student Services (including, but not limited to, training and workshops, passive programming). Recruit, supervise, and meet bi-weekly with the Student Health Promoters and support them in the design of physical, mental, and holistic wellness initiatives. Develop and deliver active and passive educational programs related to sexual health awareness, alcohol/drug awareness, and spiritual wellness. Coordinate the Fall and Winter Mental Wellness weeks in collaboration with the Student Health Promoters. <p>CLUBS ADVISOR</p> <ul style="list-style-type: none"> Assist students in the club ratification process at the beginning of each term. Develop, identify, and promote resources and training for club leaders. Promote club membership through advertising clubs. Assist clubs in sourcing funding at Bader College and from main campus. Provide ongoing coaching and advising for club leaders through monthly one-on-one meetings.
Responsible for student volunteers	<ul style="list-style-type: none"> Supervision of the Student Health Promoters (2). Supervision of student club leaders.
Reporting to	Student Services Manager

Person Specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Undergraduate degree or equivalent. 	<ul style="list-style-type: none"> Training and/or qualifications in the spheres of inclusivity and health and wellness (e.g., ASIST, Positive Space, Bystander Intervention).
Skills/competencies	<ul style="list-style-type: none"> Strong organizational and problem resolution skills. Excellent attention to detail Extensive knowledge and command of word processing, spreadsheet, and database programs, as well as knowledge of web authoring platforms, graphics programs, and social media. 	<ul style="list-style-type: none"> Experience working with students for whom English is a second language. Experience in conflict resolution and or/mediation.

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		<ul style="list-style-type: none"> • Experience in crisis response, preferably in a post-secondary environment.
Knowledge and experience	<ul style="list-style-type: none"> • Experience living and working in a university residence setting and/or experience working or volunteering in student affairs, residence life, or student life roles. 	<ul style="list-style-type: none"> • Experience in, or familiarity with, the Canadian post-secondary sector.
Special attributes	<ul style="list-style-type: none"> • Awareness and appreciation of cross-cultural issues and their impact on international students. • Demonstrated awareness of, and sensitivity to, cultural, ethnic, and individual diversity and values. 	
Personal qualities	<ul style="list-style-type: none"> • Commitment to equity, diversity, and inclusion. • Ability to work in a team to reach common goal(s) and accept and give constructive feedback. • Demonstrated self-confidence, determination, flexibility, and positive work-ethic. 	
Other	<ul style="list-style-type: none"> • Eligibility to work in the UK (this can be via a Tier 5 (Youth Mobility Scheme) Visa). • Successful completion of an enhanced DBS check or relevant police check. 	