5703 - Chief Resident

1 JOB DESCRIPTION

Faculty / School or Division: Student Services
Faculty/School or Division Address: Hampton House

<table>
<thead>
<tr>
<th>Job Family:</th>
<th>Professional &amp; Administrative Services</th>
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<tbody>
<tr>
<td>Grade:</td>
<td></td>
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<tr>
<td>Salary range:</td>
<td></td>
</tr>
<tr>
<td>Hours of work:</td>
<td>12 per week</td>
</tr>
<tr>
<td>Contract type:</td>
<td>Fixed Term</td>
</tr>
<tr>
<td>Work pattern:</td>
<td>44 or 52 weeks</td>
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<tr>
<td>Vacancy Reference Number:</td>
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1.1 Main Job Purpose

The Chief Resident will normally be a live-in senior postgraduate student, with significant previous experience of providing mentoring support to other students, ideally in a residential context. The Chief Resident will serve as the senior peer mentor to a group of nominated Senior Residents within each hall of residence, and also those working on a duty shift. The purpose of the role is to oversee and coordinate a team of live-in Senior Residents, to deliver community building events and activities, as well as to liaise with the Residential Life Team and Senior Academic Tutor on pastoral and academic issues facing students. They will also be responsible for the scheduling, contributing to and cover of evening working rotas by their Senior Resident teams, to ensure service delivery. They will also be required to represent the residential ‘peer mentor’ team voice to the Residential Life Management team.

The Chief Resident reports to the Residential Life Adviser who coordinates all wellbeing activities in a cluster of residences. The Chief Resident undertakes duty shifts alongside the Senior Resident, but in addition, takes responsibility for the co-ordination of rota’s, ensuring all shifts are covered and the quality of work of SRs is monitored. The Chief Resident will be a leader who helps develop and maintain the communal life within University Residences to ensure an excellent and rounded student experience and to ensure their wellbeing is supported. The Chief Resident works with Senior Residents, RL Advisers, the RL Administrator as well as a wide range of other University staff, the Students Union, Sports Exercise and Health Division and Students, to deliver an extensive wellbeing service in the residences.

In particular the Chief Resident will be expected to assume responsibility for:

- Acting as a point of liaison with the Residential Life team and Senior Academic Tutor
- Co-ordination of Senior Resident duty rota’s, ensuring that all requests to swap or change shifts are managed effectively in order to ensure that the service to students is maintained and contracted hours are completed each term
- Providing advice and guidance to Senior Residents whilst on shift
• Ensuring the quality of the work of SRs is up to required standards
• Oversee the completion of any shift e/paperwork as required by on duty Senior Residents
• Complete any e/paperwork, as required
• General pastoral support for a group of residential students and to fellow SRs.
• Maintaining an environment which is conducive to study and relaxation with particular regards to student safety, security, welfare, discipline and ensuring that our legal obligations are fulfilled.
• With Residential Life colleagues, effectively coordinating, helping to deliver and/or promoting areas of the educational, wellbeing, cultural, sustainability, sporting or social activities within the Residence, which could include the delivery of presentations or workshops to students.
• Participating in a duty rota across the Residences, undertaking duties as assigned per shift
• Maintaining a high profile and visible presence in the Residences, regularly interacting with students.
• Supporting Arrivals days and Welcome Week activities, undertaking duties as requested by the RL Advisor

1.2 Main Statement of Responsibilities

Analysis, Reporting and Documentation
• To have an understanding of, and adhere to the Senior Resident protocols, the guide for new students, University policies and Disciplinary Code along with other Residential Life publications (including those online) as indicated by the Deputy Head of Residential Life or nominee.
• Oversee the completion of any duty shift e/paperwork from Senior Residents; ensuring that relevant confidentiality protocols are adhered to
• Complete and return all departmental paperwork in a timely manner. This includes but is not limited to; incident logging, monthly reports, Personal Development Plans and reviews, and event reports.

Customer Services & Support
• Encourage responsible study habits and class attendance among residents
• Provide assistance and advice to residents about day-to-day living on site
• Role model and maintain a good standard of behaviour in the residences
• Support student representative groups and clubs
• Assist the RL Advisers with dealing with any individual in the residences when on duty.
• Help staff to cover the Wellbeing reception when on duty 7pm to midnight every day.
• Assist during Arrivals and Open Days, welcoming students and providing access to the residences as required.

Planning & Organising
• Coordination of Senior Resident duty rota’s
• Work with the RL Advisers and Chief Residents to facilitate academic driven study events, and student community building events in the house/hall/flat and in the cluster of residences
• Maintain contact with residents throughout the year by encouraging and organising events which meet the requirements established by RL Adviser.

Liaison
• Act as the primary student link with staff that support the residential operations in halls
• Support and act as the voice of the SR teams(s)
• Read and respond to all email (and other) communication from the Residential Life and Residences and Hospitality teams (including other applicable UoB teams).
• Attend regular meetings and liaise with the Line Manager to update and discuss the progress of the students and bring any problems or concerns to their attention.
• Promptly attend all staff training and meetings
• Relay student feedback and comments and contribute to proposals for improvements to current working practices.

Decision Making
• As a mentor to Senior Residents, provide information and advice/guidance to inform their decision making when dealing with students
• Inform the Line Manager/Residential and Hospitality Services staff on a day-to-day basis of any defects in the communal areas of the building, noted on the duty ‘walk around’.
• Recognise and acknowledge the limits of personal pastoral abilities and therefore, a) act as a listener and mediator rather than as an adviser, b) refer counselling concerns to other University of Bristol resources and c) keep the Line Manager aware of welfare situations.

Continuous Improvement
• Keep regular contact with Residential Life team members regarding support and ideas for service improvements

1.3 Relationships

Line manager: Residential Life Adviser

Line manager to (where appropriate): Not applicable, however the roleholder, as an experienced member of staff, is expected to undertake a mentor role to a number of nominated Senior Residents

1.4 Organisation Charts
1.5 Job Hazards/Safety Critical Duties (Pre-employment health screening)
Not applicable

2 PERSON SPECIFICATION

2.1 Relevant Experience, Skills and Knowledge

Essential
- Significant experience of providing advice and support to students ideally in a residential setting
- Demonstrable problem-solving skills
- Excellent planning and administrative skills
- Good organisational skills, including event/activity planning both individually and as part of a team
- Leadership skills and demonstrated by previous experience of acting in a supervisory or mentoring capacity
- Previous skill and/or experience providing wellbeing advice.

Desirable
- Ideally holding suitable recognised qualifications, eg ASSIST, Mental First Aid, etc

2.2 Communication and Interpersonal Skills

Essential
- Excellent verbal and written communication skills and experience of developing effective relationships
• Ability to work effectively in a team environment and collaboratively with others.
• Personal resilience and the ability to effectively support self and others, understanding the need to work within boundaries and escalate issues outside area of expertise promptly
• Timely, accurate record keeping

2.3 Additional Criteria

**Essential**
• Able to attend all mandatory on the job training (which may be undertaken up to three weeks prior to the beginning of Undergraduate tenancies), including annual induction training
• Able to continue in post until the end of the contract term
• Engage in continuous professional development
• Must be a registered student at UoB and be prepared to live in University allocated accommodation.
3 JOB EVALUATION

N.B. 3.1 – 3.3 are only required for UBJES evaluation.

3.1 Work Examples

Dealing with unforeseen circumstances

The role holder will respond to misconduct within the residence including quietening or calming noisy parties and gatherings, reporting smoking or misuse of drugs or alcohol.

Additionally the role holder will be expected to deal with vulnerable students, and provide advice to on duty Senior Residents in dealing with such situations which could be complex. The role holder must understand the importance of boundaries, for example, a Senior Resident approaches the role holder and tells them that they are very depressed and have been self harming on occasion and are worried that they are failing in their role as SR. The role holder responds by listening with compassion and empathy, and advises the student about services within the University where they can find professional support. The role holder suggests a follow up meeting and informs the SR they (ie the CR) must escalate the matter to a Residential Life Advisor. The role holder must have the trust of the SR and leadership skills to do this sensitively and with tact.

Administration

The role holder assists with the planning of event programmes within the Residences, submitting ‘business cases’ of ideas/initiatives for budget approval, and also take responsibility for the timely coordination of rotas which will require administration and personnel skills. A decision not to grant leave or a shift swap could, potentially, be met with resistance so the CR needs to be trusted and appropriately assertive with a fellow student.

The roleholder will record details of attendance at workshops, events and talks given by the role holder to determine levels of engagement and feedback. On each duty shift the role holder will appropriately record any incidents, causes for concern in accordance with onsite procedures. Whilst on duty, the Chief Resident has responsibility for ensuring that relevant administration is completed by Senior Residents on shift, referring any issues to the line manager as appropriate.

Event Management

The role holder will play a very active part in Arrivals Weekend, being on hand to meet and greet students and their parents, show them to their rooms, help move luggage and deal with any enquiries or anxieties. The role holder will actively participate in the residence’s Welcome Week programme. At the start of term the role holder will be asked to lead discussions with groups of students around various wellbeing topics (such as sexual consent, drugs and alcohol etc. (either in kitchen groups, corridor groups, floor groups, or house groups – depending on how the residences are organised), on these important areas.

People Management

A Chief Resident is required to mentor SRs, who in turn provide support to the residential students. It is therefore essential an individual can deal with a high workload of peer support with the complexity of supporting fellow peer mentors. A full understanding and experience of applying boundaries to advice must be understood and practiced by the roleholder.
Whilst all senior residents including chiefs will be dealing with vulnerable students as that is the nature of the role, the chief residents will have previously been senior residents and will therefore be providing advice and guidance to newer senior residents including through mentoring as to how to approach an issue that they may be facing for the first time with a vulnerable student. There will be training for all staff but newer senior residents will need a ‘mentor’ to talk a case through with either on an ongoing basis for advice or as a de-brief after an ‘incident’ as training can not cover off all eventualities. Newer senior residents will need guidance and support from their chief. Senior resident populations turnover potentially every year to an extent although some may serve more than 1 year but there will also be a significant cohort of inexperienced SRs every year.

3.2 Additional Statistical Information. This can also include any other relevant contextual or specific School/Department/Team information that may help for job evaluation purposes

The Division of Student Services supports student retention, achievement and progression through working in partnership with residences and schools to enhance mainstream provision, and providing high quality specialist services that students can access directly to support their diversity and inclusion, mental health and wellbeing, and careers and employability. The Division is comprised of Disability Services, Widening Participation Student Support, Multifaith Chaplaincy, International Student Support (from the end of 2017), Student Wellbeing Service, Student Counselling Service, Students’ Health Service, and Careers Service.

Across each of these areas, a key objective is to build a consensus about the need for a whole institution approach in which responsibilities are shared across residences, schools and professional services, and delivered through effective partnership working. A second common objective is to engage all students at an early stage in relation to disclosing any additional support needs they may have, managing their mental health and wellbeing, and exploring, developing and competing in relation to their future career and/or further study. This more proactive, developmental approach is intended to ensure that all students can benefit from this provision. The third common objective is to develop the use of data to help identify local and institutional priorities in our work with students and staff, and to measure the value and impact of our activities.

The Residential Life Service is comprised of teams of Residential Life Advisers, Chief and Senior Residents and Residential Experience Coordinators working in partnership with colleagues in professional services and the Students’ Union to support student wellbeing, and ensure a positive, inclusive residential community, so students can make the most of their University experience. This includes supporting student transition into higher education, inclusive community building, proactive advice and support for students experiencing difficulties, coordinating peer led schemes to support student wellbeing and enhance student engagement, and working with students and other colleagues to ensure students with additional needs are accessing the appropriate support. All of this work is underpinned by the active promotion of equality, diversity and inclusion.

3.3 Relevant Physical and Environmental Information

Role holder will be required to know the layout of the buildings/residential village/area within which they operate and follow lone working protocols
### 3.4 Key Contacts

<table>
<thead>
<tr>
<th>Contact Type</th>
<th>Purpose of Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>Support</td>
</tr>
<tr>
<td>Senior Residents</td>
<td>To help coordinate team of SRs</td>
</tr>
<tr>
<td>Deputy Head of Residential Life</td>
<td>Line manager</td>
</tr>
<tr>
<td>Residential Life Team, including Senior Academic Tutor</td>
<td>Colleagues</td>
</tr>
<tr>
<td>Students Union and SEH staff</td>
<td>Co-delivery of residential life programme</td>
</tr>
<tr>
<td>Student Support staff</td>
<td>Deal with more complex wellbeing matters</td>
</tr>
<tr>
<td>Security</td>
<td>Assist with incidents</td>
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