UNIVERSITY OF TORONTO
NEW COLLEGE

Job Description

Position Title: Residence Don
Division: Faculty of Arts & Science
Department: New College Office of Residence and Student Life

Responsibilities & Duties

The following core duties and responsibilities are relevant in determining the classification of this position and are not intended to be a complete list. Other duties, responsibilities and tasks may be assigned at the discretion of the supervisor/manager to whom this position reports.

- Provides Community Engagement and Support by:
  - Fostering and maintaining a cohesive, respectful, and safe residence community;
  - Acting as a positive role model by demonstrating responsible behaviour, maintaining good academic standing, and displaying good citizenship in the New College community;
  - Maintaining a strong presence and high level of visibility, availability, and approachability in an assigned residence community (house) and in the New College residence community, including: eating meals with residents in the dining hall, speaking with students in lounges and common spaces, while on Don-on-Duty (DOD) Rounds, and generally within the community;
  - Knowing, observing, and enforcing New College Residence and University of Toronto policies, procedures, and rules;
  - Making referrals to appropriate New College, University of Toronto, and community support services and resources;
  - Maintaining open, professional and courteous communication with all New College staff, including Front Desk, Maintenance, and Caretaking personnel;
  - Mediating conflicts among community members including, but not limited to, roommates within an assigned residence community;
  - Encouraging residents to participate in activities at the College and the University including, but not limited to, Orientation Week programming, house and building programming, ORSL programming, and programming provided by On-Location Advisors at the College;
  - Assisting ORSL with the October and March open-house events by engaging with prospective students;
  - Participating in and assisting with College-wide programming as required;
  - Maintaining active certification of Standard First Aid and CPR-C, and providing First Aid as required;
  - Assisting with other duties as requested and/or assigned.
- Provide Community Management by:
  - Supporting students in understanding appropriate community behaviour and upholding the New College Residence Code of Conduct, the New College Residence Occupancy Agreement, and the University of Toronto Student Code of Conduct;
  - Providing notices and updates to students as required from ORSL staff;

- Directly addressing any behavioural concerns within an assigned residence community (house) through immediate intervention, conversation after the incident has occurred or been reported, at a House Meeting, and/or with programming;
- Being an effective community bystander and addressing concerns within an assigned residence community (house) directly;
- As requested, addressing behavioural concerns forwarded by the ORSL staff and providing a follow up report outlining the result of the conversation;
- Referring community behaviour and management up to the Manager, Residence Life (MRL) through monthly one-on-one meetings, phone calls, and regular StarRez reports;
- Recognizing and referring up situations that require immediate back up support from an On-Call Residence Life Staff member;
- Participating in three to five scheduled Don-on-Duty shifts per month, with a balance between weeknight and weekend shifts for the semester. Specific Don-on-Duty (DOD) Responsibilities include:
    - Picking up the necessary DOD items (including the DOD bag and phone) from the Resource Room before the beginning of a shift (8:30 PM) and returning it after the end of a shift (8:30 AM);
    - Ensuring that the DOD Phone is switched on, volume turned up fully, and is answered each time it rings between the hours of 8:30 PM and 8:30 AM daily;
    - Completing nightly rounds of all three buildings (all floors, washrooms, common spaces), which will occur after quiet hours begin (one set at 11pm Sunday through Thursday), and two sets at 9 pm and 12am on Friday and Saturday);
    - Ensuring that the DOD are physically present within the New College buildings (Wilson, Wetmore, and 45 Willcocks) for the entirety of the DOD shift, and are able to carry out responsibilities in a timely and professional manner;
    - Wearing Residence Don clothing so that the DOD are identifiable when responding to calls and doing nightly Rounds;
    - Responding to phone calls to the DOD phone and addressing resident concerns, including physically attending situations as required;
    - Maintaining safety and security within reasonable individual limits, and respond to emergency situations as required;
    - Approaching situations calmly, and addressing Code of Conduct violations in a fair and consistent manner;
    - Recognizing when situations warrant a call up to the 2nd Tier On-Call Residence Life staff member, and asking for clarification, support, and back up as required;
    - Communicating regularly with the Residence Life Staff, either by notifying the 2nd Tier On-Call Residence Life Staff member immediately, or by completing Don-on-Duty Conduct Reports in a timely and efficient manner;
    - Filing nightly reports for any behaviour, incidents, or concerns addressed while On-Call, and to document any calls received to the DOD phone.
- Assist with other community management concerns as requested and/or assigned.

- Facilitates Programming by:
    - Maintaining visibility and presence within the community by completing the following on a monthly basis:
        - Facilitate House Meetings on consistent dates specified by ORSL at the beginning of the year;

        - At least one (1) dinner with the don or office hour, to provide informal interactions with residents
        - At least one (1) social active program
        - At least one (1) educational program, the curriculum for which will be provided
        - At least one (1) Passive Program per month which addresses community needs and issues, or provides information about resources;
        - Advising and supporting the House Council with programs that provides opportunities for informal interactions with residents.
    - Facilitating one (1) one-on-one (1:1) meeting with each resident of their assigned residence community (house) each semester using resources provided by ORSL;
    - Facilitating and participating in building-wide programming that is supported by the Don team and ORSL;
    - Facilitating a large-scale residence-wide initiative each semester
    - Advising House Council by facilitating regular House Council meetings working with the elected student leaders; and attending annual Residence Council training
    - Utilizing StarRez to submit programming proposals for review and to provide feedback on programming.
    - Utilizing Microsoft Forms/SharePoint to fill out Risk Assessment Forms and Program Proposals
- Provides Administrative Support by:
    - Attending all mandatory scheduled training and professional development sessions as outlined in the contract and established by the Manager, Residence Life (MRL);
    - Having a demonstrated understanding of the New College Residence Code of Conduct and Residence Occupancy Agreement and identifying policy concerns or infractions;
    - Responding in a timely manner to any ORSL staff communications, including checking their @mail.utoronto.ca email address daily and responding to emails within 24 hours
    - Utilizing and accessing the StarRez system on a consistent basis to submit all required reports, including Conduct, Persons of Concerns, Programming, and Contributions/Interactions, through that system;
    - Utilizing and accessing Microsoft Teams/SharePoint/Forms on a consistent basis;
    - Utilizing a consistent communication tool identified by the MRL(i.e. Microsoft Teams, or Email) to provide regular updates to students in an assigned residence community;
    - Adhering to social media guidelines provided by ORSL;
    - Providing administrative and programming updates to residents via email using a listserv;
    - Assisting with the facilitation of move-in and move-out procedures with students as outlined by ORSL;
    - Attending mandatory bi-weekly Don meetings organized by the Manager, Residence Life (MRL), and other meetings as required;
    - Maintaining an accurate and updated budget throughout the year, by submitting expense reimbursements and receipts in a timely fashion (i.e. within two weeks of an expense being incurred);
    - Following requirements for expenditures and reconciliations with regard to House funds, allotted programming funds, and any additional funds as outlined in August training;
    - Maintaining the bulletin boards or poster areas within their assigned residence community (house) on a weekly basis, immediately putting up new posters, and removing outdated posters in a timely fashion;
    - Completing other administrative duties as requested and/or assigned.

CPR-C & Standard First-Aid

All Residence Dons are required to hold Standard First-Aid & CPR-C training valid until May 2027, the training for which will be provided in August 2026.

Required Dates (Subject to Change):

- August 15th, 2026 – Residence Don Move-In
- August 17-28th, 2026 – Pre-Service (August) Training
- August 30th, 2026 – Move-In Day
- August 31st – September 5th, 2026 – New College Orientation
- Late September/Early October – Residence Council Training
- Late September/Early October – House Council Training
- Late October - Dress Your Don
- TBC – Fall Reading Week
- December 22, 2026 – Residence Closure Inspections
- January 16, 2027 – In-Service Training
- Early February 2027 – New College Student Leadership Hiring Carousel
- TBC – Winter Reading Week
- April 30, 2027 – Winter Move-Out Inspections

As per Article 19:01, "The Residence will present Residence Dons with a schedule of their training sessions, and mandatory attendance days as early as practicable. The residence will present the Residence Dons with a schedule of events, programming requirements, house meetings, and roudns and any accompanying timelines or deadlines, from time-to-time as those schedules are developed.

Where a specific date has not been confirmed, the residence will provide Dons with the name of the event and a general timeline within which it will fall. The parties agree that often a majority of duties and responsibilities of a Residence Don are responsive to circumstances affecting the residence and its residents and are therefore ad hoc and incapable of being scheduled. Residence Dons are expected to promptly and appropriately address any and all such circumstances, while maintaining an in-person presence in residence as set out in Article 12:01."

As such, other mandatory attendance dates will be communicated at the earliest possible time as schedules are developed. Such dates include bi-weekly team meetings, individual one-on-one meetings, Residence Council events such as Dress Your Don, etc.

Vacation/Time Off

As per article 19:07, "Subject to operational requirements and management approval, in the event a Residence Don anticipates being away from the residence for two or more consecutive nights, or three individual nights in a seven-day period, notice shall be given to the residence as early as possible, and in no event less than 48 hours from the commencement of the absence.

Failure to maintain a sufficient presence at the Residence may result in a Residence Don not satisfying the conditions of their employment set out at Article 12:01."

Requests for time away during September, or during the last two weeks of the Fall and Winter semester will only be approved under extenuating circumstances. Please ensure that you are booking travel, particularly heading into winter break, accordingly.