

St. Lawrence College

Position Description Form (PDF)

Effective Date: 11-Apr-2022

Campus: Kingston
Incumbent's Name: Vacant
Position Title: Off Campus Housing Coordinator
Payband: G
Position Number:
NOC Code:

Hours per Week: 35
Supervisor's Name and Title: Director, Student Success & Services
Completed by: Director, Student Success & Services

Signatures:

Incumbent: _____ Date: _____
(Indicates the incumbent has read and understood the PDF)

Supervisor: _____ Date: _____

One-Over-One: _____ Date: _____

Instructions for Completing the PDF

1. Read the form carefully before completing any of the sections.

2. Answer each section as completely as you can based on the typical activities or requirements of the position and not on exceptional or rare requirements.
3. If you have any questions, refer to the document entitled "A Guide on How to Write Support Staff Position Description Forms" or **contact your Human Resources representation for clarification.**
4. Ensure the PDF is legible.
5. Responses should be **straightforward and concise using simple factual statements.**

Position Summary

Provide a concise description of the overall purpose of the position.

The incumbent is a social innovator that significantly contributes to the successful transition and retention of students at St. Lawrence College through the provision of supports and services related to safe traditional and non-traditional off campus housing. The incumbent works with students and off campus housing providers to sustain existing rental opportunities through the creation of strong community partnerships. The incumbent also develops new non-traditional rental opportunities through innovative initiatives like HomeShare. In addition, the incumbent facilitates educational awareness sessions for students, families, St. Lawrence College staff, and property owners and provides support for students that find themselves in need of help when navigating difficult rental arrangements

Note: this position delivers regular information sessions during evening and weekend hours and travel based on campus/community events/meetings/activity.

Duties and Responsibilities

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Describe duties rather than detailed work routines.

	Approximate % of time annually*
Housing Coordination and leadership: Acts as the primary point of contact for off campus student housing matters at all St. Lawrence College campuses. Duties include: • Leads the planning, development, coordination and ongoing enhancement of a comprehensive housing program, to ensure sufficient and suitable housing options/offers for students. • Liaises with other college staff/areas and representatives (e.g. International, Athletics and Engagement, Student Governments, Wellbeing etc.) to identify, plan and coordinate off campus housing activity, supports, and services (e.g. transitional, off campus housing services, food bank, furniture, childcare, HomeShare etc.). • Assists with the onboarding/orientation of student employees. Guides and advises student staff in their day to day work assignments/tasks that support off campus housing related initiatives and events. • Oversees the coordination, communication, development and distribution of housing related information and resources for students, parents, other college staff/areas and the community (i.e. meetings, responds to inquiries, leads/participates on college wide committees). • In collaboration with marketing, leads the creation, planning, coordination, distribution and evaluation of off-campus housing marketing, promotional, educational and communication initiatives and material (i.e. internal/external newsletters, email, web etc.). • Forwards inquiries from students regarding the residences and residence life at St. Lawrence College to residence staff.	40%
HomeShare and other Non-traditional Housing Coordination: • Explore and develop innovative ways for students to live off campus in the community. • Liaise with community partners to develop, implement and sustain a HomeShare program in St. Lawrence College campus communities. • Investigates and completes funding and grant opportunity applications for the HomeShare program. • Recruits seniors and students to participate in the HomeShare program. • Develops and implements an assessment and evaluation process for potential HomeShare locations and clients in the St. Lawrence College campus communities. • Develops marketing material to distribute to students and to include on the St. Lawrence College web site that will promote the HomeShare program.	10%

Incident / Risk Mitigation and Management: Acts as the first point of contact for responding to and investigating complex and sensitive student housing incidents and issues; escalates, refers, and consults with other staff, as needed. Duties include: • Advocates for students working through incidents and issues. • Responds to and investigates emergency and crisis situations in a prompt and effective manner that ensures the safety and security of both students and housing providers. • Assists students who may be in conflict with their property owners, or in violation of policies, agreements, etc. • Refers students to appropriate community supports (e.g. legal aid) • Facilitates intercultural awareness and understanding through effective dispute resolution, mediation, and education. • Provides emergency support to students living off campus during evenings and weekends. • Collaborates with building inspectors and fire marshals to ensure occupancy limits are enforced. • Represents student housing on college and local committees and meetings. • Collaborates with college security services and students in working through student incidents and issues related to housing. • Reports all student housing issues of an emergent or serious nature to the Director, Student Services, Engagement and Libraries, appropriate service area (e.g. counselling), and the Behavioural Intervention Team.	15%
Community Outreach and Capacity Building: • Develops a data base of off campus housing locations, property owners and management companies in all of St. Lawrence College's campus communities. • Partners with website vendors (e.g. Place4Students) to recruit property owners and rental locations. • Develops a local network/listing of suitable rental properties and emergency housing; builds and maintains professional relationships with property managers. • Develops a local network/listing of suitable short-term housing options for international students when they first arrive; builds and maintains professional relationships with hotels, motels, host families. • Liaises with property owners to understand lease agreements, support the development and sustainment of positive communities, and to ensure safety is observed and modelled. • Be a knowledgeable resource for the communities surrounding St. Lawrence College concerning issues, events and activities related to off-campus living (i.e. on street parking, by-laws etc.) • Cultivates opportunities for positive interaction amongst community stakeholders in the housing sector. • Participates on community boards that involve off campus housing, including Town & Gown committees.	20%

Off Campus Housing Education & Awareness: • Designs and develops digitally available housing tools and resources to help students find appropriate housing options. • Provides training, information sessions, workshops, etc. related to student housing, transition, integration, understanding and awareness of related housing regulations on a variety of topics (i.e., culture, living expectations, hygiene, food, fire prevention, bylaws, Residential Tenancy Act, on street parking, noise limitations, garbage pick-ups, etc.) that take place weekly. • Assists students with filling out and submitting rental applications. • Provides resources to help students with setting up utilities etc.	15%
TOTAL	100%

* To help you estimate approximate annual percentages:

½ hour a day is 7%

1 hour a day is 14%

1 hour a week is 3%

½ day a week is 10%

½ day a month is 2%

1 day a month is 4%

1 week a year is 2%

1. Education

- A. Check the box that best describes the **minimum** level of **formal** education that is required for the position and specify the field(s) of study. Do not include on-the-job training in this information.

- ☐ Up to High School or equivalent
- ☐ 1 Year Certificate or equivalent
- ☐ 2 Year Diploma or equivalent
- ☐ Trade certification or equivalent
- ☒ 3 Year Diploma / Degree or equivalent
- ☐ 3 Year Diploma / Degree plus professional certification or equivalent
- ☐ 4 Year Degree or equivalent
- ☐ Post Graduate Degree (e.g., Masters) or equivalent
- ☐ Doctoral Degree or equivalent

Field(s) of Study:

Social Work, sociology, behavioral sciences, social sciences, education

- B. Check the box that best describes the requirement for specific course(s), certification, qualification, formal training, or accreditation in addition to and not part of the education level noted above and, in the space, provided specify the additional requirement(s). Include only the requirement that would typically be included in the job posting and would be acquired prior to the commencement of the position. Do not include courses that are needed to maintain a professional designation.

- ☒ No additional requirements
Comments: _____
- ☐ Additional requirements obtained by course(s) of a total of 100 hours or less
Comments: _____
- ☐ Additional requirements obtained by course(s) of a total between 101 and 520 hours
Comments: _____
- ☐ Additional requirements obtained by course(s) of a total of more than 520 hours
Comments: _____

2. Experience

Experience refers to the minimum time required in prior position(s) to understand how to apply the techniques, methods, and practices necessary to perform this job. This experience may be less than experience possessed by the incumbent, as it refers only to the minimum level required on the first day of work.

Check the box that best captures the typical number of years of experience, in addition to the necessary education level, required to perform the responsibilities of the position and, in the space provided, describe the type of experience. Include any experience that is part of a certification process, but only if the work experience or on-the-job training occurs after the conclusion of the educational course or program.

☐	Less than one (1) year	
☐	Minimum of one (1) year	
☐	Minimum of two (2) years	
☒	Minimum of three (3) years	Demonstrated leadership experience in a post-secondary residence life and/or community housing setting. Experience developing and delivering housing related programs/workshops for domestic and international students. As well as experience with risk management in a post-secondary housing environment.
☐	Minimum of five (5) years	
☐	Minimum of eight (8) years	

Combination of courses that demonstrates professional knowledge in one or more of the following areas: paralegal, contracts, Residential Tenancy Act, cross-cultural relations, etc. Familiarity with Landlord Tenant Act, Tribunal Process, Property Standards and City By-Laws (tri-campus).

Experience demonstrating organizational, customer service and administrative competence.

3. Analysis and Problem Solving

This section relates to the application of analysis and judgement within the scope of the position.

The following charts help to define the level of complexity involved in the analysis or identification of situations, information or problems, the steps taken to develop options, solutions or other actions and the judgement required to do so.

Please provide up to three (3) examples of analysis and problem solving that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

1. Regular & Recurring

Key issue or problem encountered.

Responding to off-campus housing related issue/emergency (i.e. student becomes homeless due to immediate or inappropriate eviction, student wants to move out of their accommodations immediately)

How is it identified?

Referred by counselling services or other dept./staff, student in person, property owner or HomeShare client. By phone, email, or office visit by the student or their friend / family.

Is further investigation required to define the situation and/or problem? If so, describe.

Yes. The incumbent needs to understand the full situation before responding and identifying possible solutions. Through extensive investigation and discussion with the student and property owner, as appropriate, the incumbent can determine the seriousness of the situation. This often requires review of the lease agreement/tenancy act and multiple lengthy discussions / visits with all parties involved and can necessitate collaboration with faculty, student advisor, counsellor, and college safety services to identify other issues and challenges regarding the student in question.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

A student has been locked out or requested to leave their home immediately. The incumbent must use tact and diplomacy to obtain as much of the details regarding the situation as possible to fully understand the students unique situation, any misunderstanding, misinterpretation or any wrongdoing and or incidents leading up to the eviction. Their role in this situation would be to listen to the student, determining what the rental situation falls under in the Residential Tenancies Act. After investigation, they will then educate, mediate and provide guidance and advice on the steps needed i.e. contact police for illegal eviction, contact the housing tribunal etc. They may also reach out to the property owner for clarification and seek to mediate the situation, i.e. repair relationship, allow student to remain until end of lease. The incumbent may also need to arrange temporary emergency housing options for the displaced student. Financial issues may also be a concern and the incumbent may need to seek out various supports for the student.

What sources are available to assist the incumbent finding solution(s)? (e.g. past practices, established standards or guidelines.)

Past experience, housing policies and procedures, established community networks / partnerships for temporary or emergency accommodations, knowledge of residential tenancy act, tenancy law and property owner legal obligations.

2. Regular & Recurring

Key issue or problem encountered.

Complaints from community members, property management companies or property owners about student behaviours.

How is it identified?

By phone, email, text message, or office visit.

Is further investigation required to define the situation and/or problem? If so, describe.

Yes. The incumbent must question, listen, and examine the comments, clarify the concerns / issues, interview parties involved, and then assess and define the urgency and seriousness of the problem.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

The incumbent will listen to complaints, discuss the issues, and analyse situation from a student perspective to determine any miscommunication and/or unrealistic expectations by either party. If deemed helpful the incumbent will offer supporting documents that may assist with things like garbage removal, responsibility of a tenant, respect in the community, fire prevention and other safety tips. Further investigation and discussion may be required to determine the details, examples include, parking restrictions, by-law infractions. The incumbent must consider the sensitivity and complexity of the issue and consider the emotional capability and state of both the community member and student in responding to the issue. Explores and recommends possible solutions and recommends an action plan to assist both parties in resolving the issue.

What sources are available to assist the incumbent finding solution(s)? (e.g., past practices, established standards or guidelines.)

Past experience. The incumbent will review the residential tenancy act, the student lease agreement, policies, and local by-laws that will aid in the investigation of the issue. The manager (if necessary) will also be used to help find a solution and identify issues.

3. Regular & Recurring**Key issue or problem encountered.**

There is a housing shortage and a student is unable to find housing in a St. Lawrence college campus community.

How is it identified?

A Student or family / friend would also contact by phone, email, or office visit. Enrollment reports indicate increased (international) students at a campus location.

Is further investigation required to define the situation and/or problem? If so, describe.

The incumbent will gather information to assist the student i.e. what community are they looking for housing, what is their budget, have they reviewed all locations for possible accommodations, accessibility issues, other preferences. Will also seek clarification and deeper breakdown of statistics from international department and enrollment management,

Explain the analysis used to determine a solution(s) for the situation and/or problem.

The incumbent will need to consider the student's unique situation and will analyze the information and situation and determine the best course of action to address the lack of available housing. The incumbent will determine what the problem is and recommend possible ways to resolve. The incumbent will determine if the student has exhausted all search locations and provide alternative options. The incumbent will also gather information about the increased enrollment at campus locations, compares this to previous terms/years, and determines if indeed there is an increase in students, that would support the housing shortage. An unequal increase in housing availability would identify that a housing shortage exists. The incumbent will review enrollment predictions/reports to identify possible future problems.

What sources are available to assist the incumbent finding solution(s)? (e.g., past practices, established standards or guidelines.)

Past practice. The incumbent will work towards recruitment of property owners to list properties through website platforms, property management companies to allow students to rent their properties that usually have restrictions. They will also develop incentives for properties owners such as free listings on places4students. The incumbent will also work with marketing and communications to develop and coordinate an awareness campaign and other ways to recruit listings through St. Lawrence's social media and local community media. More investigation with international centre and enrollment management.

4. Planning/Coordinating

Planning is a proactive activity as the incumbent must develop in advance a method of acting or proceeding, while coordinating can be more reactive in nature.

Using the following charts, provide up to three (3) examples of planning and/or coordinating that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

1. Regular & Recurring

List the project and the role of the incumbent in this activity.

The incumbent leads the planning, development and coordination of a comprehensive housing program to ensure sufficient and suitable housing within each campus community.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

The incumbent must possess leadership skills, knowledge of specialized resources, organization, planning, time management, multi-tasking, networking, conflict resolution.

List the types of resources required to complete this task, project or activity.

Past experience, Residential Tenancies Act, community contacts, hotels, rental property contacts, campus safety services, website vendors (e.g. Places4Students).

How is/are the deadline(s) determined?

An annual housing schedule is designed and developed to determine when certain communication, information and programs are delivered throughout the year.

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

The incumbent will work with off campus housing providers (i.e. property management companies) and listing locations to develop a strategy to recruit and provide incentives for property owners to post listings. The incumbent will also work with on campus marketing and communications and off campus media to raise awareness about the need for student housing in each St. Lawrence campus community.

The incumbent determines the annual schedule for information to be delivered and when new sessions need to be developed and added with respect to the overall housing program/plan. Changes will impact others. Students: instructions, where to find/access housing information, time/process to complete applications etc.

Other College Staff (e.g. International Student Advisors): what and how housing information is provided to students, how to respond to housing related inquiries, collection of housing information/data etc.)

Non- College Staff (i.e. HomeShare participants, property owners etc.): application deadlines/process, suggested changes/alteration to reapply for participation, what to include and where to post housing listings etc.)

2. Regular & Recurring

List the project and the role of the incumbent in this activity.

The incumbent plans and delivers regular one-on-one and group session training, information sessions, workshops, etc. related to student housing for all students and staff on all St. Lawrence college campus location to meet the needs of students, and/or families to increase understanding and awareness on a variety of topics as well as support the successful transition from their home to the St. Lawrence community (i.e., culture, living expectations, hygiene, food, fire prevention, city bylaws, property owners tenant expectations, etc.). As well, the incumbent will train staff that are required to provide front line support to students at all St. Lawrence college campus locations.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

The incumbent must have the knowledge, confidence, competence, communication skills, cultural / language sensitivity, resource planning (space, logistics, technology), ability to delegate, time management skills, tools and presentation techniques required to present important fact based to a large diverse, unique student audience.

List the types of resources required to complete this task, project or activity.

College staff, city staff (fire, police, by-law etc.) to participate as speakers and assist with presentations when necessary; Internet, Webinar, Power point, handouts, meeting rooms (on and off campus); and other technology and communication methods, i.e. emails, website, live social media events, staff and student portals.

How is/are the deadline(s) determined?

Ongoing presentations are required every term for new and existing students. Deadlines are determined by prioritizing and organizing the information being presented and disseminated in the right order, to meet the right outcome at the right time. Dates are determined by academic planning and projects, three intakes per year involving all campus locations.

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

The incumbent, director. The incumbent determines the annual schedule for information to be delivered and when new sessions need to be developed and added. The incumbent will receive requests from students about certain topics through email; walk ins and the web site. Low attendance would indicate low interest in certain topics and these workshops would be deleted and new ones added by the incumbent. The incumbent would determine how to deliver sessions i.e. social media live event, Teams, in person, on campus or off site. The incumbent will identify needs and gaps in training and information available to students in regards to living off campus and then develop and offer sessions targeted to fill these needs and gaps. Changes made to programming would affect the different on campus and community facilitators, room bookings as well as the schedules/tasks of the student employees, and staff on each campus.

3. Regular & Recurring**List the project and the role of the incumbent in this activity.**

The incumbent develops and implements an assessment and evaluation tool for potential HomeShare client/locations and students.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

Leadership, organization, planning, and creativity.

List the types of resources required to complete this task, project or activity.

Staff, HomeShare resources, students.

How is/are the deadline(s) determined?

The incumbent will develop an assessment tool and use it on all applications to the HomeShare program.

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

The incumbent, director. The incumbent will be required to review the assessment and evaluation tool regularly to ensure the correct data is being collected to allow for an appropriate review of properties, clients and students. There would be a regular interaction with Canada HomeShare to ensure consistency of the processes and procedures used. The incumbent will also need to decide if other tools need to be developed and designed to assist with the HomeShare program. Using these tools will have an impact on the clients and students where some may be excluded from the program when poor results are received.

5. Guiding/Advising Others

This section describes the **assigned responsibility** of the position to guide or advise others (e.g., other employees, students). Focus on the actions taken (rather than the communication skills) that directly assist others in the performance of their work or skill development.

Though Support Staff cannot formally "supervise" others, there may be a requirement to guide others using the incumbent's job expertise. This is beyond being helpful and providing ad hoc advice. It must be an assigned responsibility and must assist or enable others to be able to complete their own tasks.

Check the box(s) that best describe the level of responsibility assigned to the position and provide an example(s) to support the selection, including the positions that the incumbent guides or advises.

Regular & Recurring Occasional

Regular & Occasional	Level	Example
☒	Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students.	Explains housing programs, policies, procedures to students, frontline staff and part time staff/student staff. HomeShare client, third party partners, other departments/campuses, parents, agents, property managers, community partners etc.
☒	There is a need for the incumbent to demonstrate correct processes / procedures to others so that they can complete specific tasks.	Advises other staff and students on course of action or responses to crisis situations and determines best practices to follow when sourcing out solutions pertaining to an emergent or sensitive housing related incident. Provides information/workshops to students, property owners, HomeShare participants etc.
☒	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	Educates students on all housing to comprehend legal documents such as tenancy agreements, leases, and their legal responsibilities pertaining to such things as paying first and last month's rent and tenancy term obligations, securing insurance, making payments etc. (i.e., signing leases, setting up utilities, securing insurance, making payments etc.). Advises student employees on how to deliver information sessions/workshops on housing topics to students.
☐	The incumbent is an active participant and has ongoing involvement in the progress of others with whom he/she has the responsibility to demonstrate correct processes/procedures or provide direction.	
☒	The incumbent is responsible for allocating tasks to others and recommending a course of action or	Allocates tasks to student employees and volunteers who assist with planning and coordinating off campus housing events, workshops, information session to distribute promotional material, represent off campus housing at

making necessary decision to ensure the tasks are completed.	community events, complete event logistics and direction to have tasks done.
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6. Independence of Action

Please illustrate the type of independence or autonomy exercised in the position. Consideration is to be given to the degree of freedom and constraints that define the parameters in which the incumbent works.

What are the instructions that are typically required or provided at the beginning of a work assignment?	
Regular and Recurring	Occasional (if applicable)
General guidelines and deadlines are discussed. Expectations of outcomes are reviewed. The incumbent acts independently once new project expectations have been established and discussed.	

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (if applicable)
College / Departmental policies and procedures Standard Operating Procedures for student housing policies and procedures Residential Tenancies Act Student incident reporting procedures Regular meetings / discussions with students / HomeShare Families / Rental providers	

How is work reviewed or verified (eg. feedback from others, work processes, Supervisor)?	
Regular and Recurring	Occasional (if applicable)
Annual performance review / feedback from manager Department updates Daily interaction with colleagues / college staff Student / HomeShare / rental provider / community feedback Property owners' feedback	

Describe the type of decisions the incumbent will make in consultation with someone else other than the Supervisor?	
Regular and Recurring	Occasional (if applicable)

Student: decisions related to housing preferences and suitability, special needs, accommodation requirements. HomeShare client: decisions on which student is placed with which client. Student Services: decisions to refer a student to counselling for mental health support, safety or behavioural and at-risk issues or to a student success advisor. Faculty: situations regarding housing may affect academic achievement where student may need to be referred to coordinator (i.e. incumbent may need to provide info or validate circumstances, housing issues may create a need for academic extensions) Safety and Security reps: decisions about unplanned/unexpected student arrivals, and around minor safety and security issues involving students	
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Describe the type of decisions that would be decided in consultation with the Supervisor.	
Regular and Recurring	Occasional (if applicable)
Unique situations that require an exceptions in policies or procedures.	

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (if applicable)
• Emergency and crisis situations that would require mediation and resolution, re: student housing, or health related issues that involve legal or financial implications. • Decide on the best ways to connect with students through innovative marketing and promotional ideas and materials. • Decisions related to the planning, coordination and delivery of events and training at all St. Lawrence College campus locations. • Evaluate and select HomeShare applications from students and clients and decide which are suitable and match them based on criteria and compatibility. • Decide which programs and topics to deliver at what times of the year and at which campus locations.	

7. Service Delivery

This section looks at the service relationship that is an assigned requirement of the position. It considers the required manner in which the position delivers service to customers. It is not intended to examine the incumbent's interpersonal relationship with those customers and the normal anticipation of what customers want and then supplying it efficiently. It considers how the request for service is received and the degree to which the position is required to design and fulfil the service requirement. A "customer" is defined in the broadest sense as a person or groups of people and can be internal or external to the College.

In the table below, list the key service(s) and its associated customers. Describe how the request for service is received by the incumbent, how the service is carried out and the frequency.

Information on the service		Customer	Frequency (D, W, M, I)*
How is it received?	How is it carried out?		
The incumbent responds to a student or their family requesting information about off campus housing. This could be from a current student and/or prospective student.	The incumbent must respond to ensure the right information is given in a timely manner to maintain continued interest in St. Lawrence College. The incumbent needs to consider the background of the student, housing preferences and/or special accommodations that need to be factored in to identify and determine appropriate housing options.	Student Student's parents	D
The incumbent responds to housing concerns, issues and incidents from email and walk in visits.	The incumbent needs to ensure the overall safety / security of the student. Incidents / issues occur frequently. Some are minor and other, more complex, or sensitive in nature (i.e., student wanting to leave, property owners wanting student out, theft, vandalism etc.). The incumbent needs to intervene quickly to investigate and identify a course of action for one or both parties as well as involve other stakeholders, depending on the nature and seriousness of the issue (i.e., counsellors, faculty, and senior leaders, campus safety services).	Student Student's parents Property owners	D
The incumbent gathers information through surveys and interviews with property owners, city councillors and students to support housing related programming/service planning and delivery for each campus/community.	Each St. Lawrence college campus community is unique which will require the individual to identify, design and implement campus/community specific campus housing plans.	Students Property owners Community members	M

* D = Daily W = Weekly M = Monthly I = Infrequently

8. Communication

In the table below indicate the type of communication skills required to deal effectively with others. Be sure to list both verbal (e.g. exchanging information, formal presentations) and written (e.g. initiate memos, reports, proposals) in the section(s) that best describes the method of communication.

Communication Skill/Method	Example	Audience	Frequency (D, W, M, I)*
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Exchanging routine information, extending common courtesy	Verbal: provides general information regarding housing programs, policies, procedures, and practices.	Students Student's family HomeShare clients Property owners Student Service staff Residence Staff	D
Explanation and interpretation of information or ideas	Verbal / Written: explaining / interpreting housing policies for students, HomeShare clients. Provides confidential assistance on complex / sensitive housing issues and analyzes situations to identify appropriate solutions that may not have established policies and procedures.	Students Student's family HomeShare client Property owners Community partners	W
Providing technical information and advice	Verbal / Written: one on one with students assisting with the understanding of lease documents. Informing and guiding students and property owners about the residential tenancies act.	Students Student's family Property owners HomeShare client	W
	Delivers housing workshops, seminars and training to students and housing partners, property owners, property management companies on the topics of i.e. local by-laws, understanding leases, in formal group setting or one on one	Students HomeShare clients housing partners Property owners Property management companies, city staff (fire, police by-laws etc.)	W
Instructing or training			
Obtaining cooperation or consent	When housing problems occur (i.e. living conditions, conflict, behaviour etc.), the incumbent will need to develop appropriate interventions and solutions and persuade mutually agreeable and acceptable options/outcomes by all parties.	Students Property owners HomeShare clients Community Members Local police, fire etc.	M
Negotiating			

* D = Daily W = Weekly M = Monthly I = Infrequently

9. Physical Effort

In the tables below, describe the type of physical activity that is required on a regular basis. Please indicate the activity as well as the frequency, the average duration of each activity and whether there is the ability to reduce any strain by changing positions or performing another activity. Activities to be considered are sitting, standing, walking, climbing, crouching, lifting and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period.

Physical Activity	Frequency (D, W, M, I) *	Duration			Ability to reduce strain		
		< 1 hr at a time	1 - 2 hrs at a time	> 2 hrs at a time	Yes	No	N/A
Prolonged sitting	D			X	X		
Bending / stooping / lifting	W	X			X		
Lifting - light	M	X				X	
Lifting - medium	M	X				X	

* D = Daily W = Weekly M = Monthly I = Infrequently

If lifting is required, please indicate the weights below and provide examples.

		Examples
☒	Light (up to 5 kg or 11 lbs)	Event / training / promotional materials
☒	Medium (between 5 to 20 kg or 11 to 44 lbs)	Displays, tables, moving furniture
☐	Heavy (over 20 kg or 44 lbs)	

10. Audio Visual Effort

Describe the degree of attention or focus required to perform tasks taking into consideration:

- the audio/visual effort and the focus or concentration needed to perform a task and the duration of the task, including breaks (e.g. up to 2 hours at one time including scheduled breaks)
- impact on attention or focus due to changes to deadlines or priorities
- the need for the incumbent to switch attention between tasks (e.g. multi-tasking where each task requires focus or concentration)
- whether the level of concentration can be maintained throughout the task or is broken due to the number of disruptions

Provide up to three (3) examples of activities that require a higher than usual need for focus and concentration.

Activity #1	Frequency (D, W, M, I) *	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Concentration/analysis – The incumbent is presented with lease details from a student. The incumbent with need to listen intently and accurately record the details to make an educated decision and to provide appropriate guidance.	W		X	

Can concentration or focus be maintained throughout the duration of the activity?

☒ **Usually**

☐ **No – Explain below**

Activity #2	Frequency (D, W, M, I) *	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Listening – student issue. Often are complex and sensitive in nature that may include cultural, language or diverse situations. Requires high degree of focus and concentration to ensure student's needs are understood and met. Must be able to determine problem and be able to recommend supports/services as a solution or determine solution.	D/W		X	

Can concentration or focus be maintained throughout the duration of the activity?

☒ **Usually**

☐ **No – Explain below**

Activity #3	Frequency (D, W, M, I) *	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Concentration/analysis – The incumbent will review and evaluate HomeShare client and student applications and determine an appropriate match.	W		X	

Can concentration or focus be maintained throughout the duration of the activity?

☒ **Usually**

☐ **No – Explain below**

* D = Daily W = Weekly M = Monthly I = Infrequently

11. Working Environment

Please check the appropriate box(es) that best describes the work environment and the corresponding frequency and provide an example of the condition.

Working Conditions		Examples	Frequency (D, W, M, I)*
x	acceptable working conditions (minimal exposure to the conditions listed below)	Normal office environment	D
	accessing crawl spaces/confined spaces		
	Dealing with abusive people		
	dealing with abusive people who pose a threat of physical harm		
	difficult weather conditions		
	exposure to extreme weather conditions		
	exposure to very high or low temperatures (e.g. freezers)		
	handling hazardous substances		
	smelly, dirty or noisy environments		
x	travel	Local travel to visit sites, properties, HomeShare families, rental properties and in all campus communities	W
	Working in isolated or crowded situations		
x	other (explain)	Non-traditional hours (evening, weekends) Although not abusive, the incumbent will respond to issues/incidents that include upset/angry property owners, students, parents, HomeShare participants	W/M

* D = Daily M = Monthly W = Weekly I = Infrequently