

## IDENTIFICATION

<b>Job Title:</b>	Campus Housing Student Life Coordinator	<b>Division:</b>	Finance & Administration
<b>Name of Immediate Supervisor:</b>	Gene Batten	<b>Position Number:</b>	YCXXX
<b>Supervisor's Title:</b>	<b>Director, Hospitality Services</b>	<b>Effective Date:</b>	

## Purpose of the Role

The Campus Housing Student Life Coordinator role exists to create and sustain a safe, inclusive, and academically supportive campus housing environment where students can thrive both personally and academically. Its purpose is to guide the campus housing community in alignment with Yukon University's broader mission, ensuring that students feel supported, respected, and engaged during their time on campus. This position is integral in fostering belonging, promoting well-being, and integrating wellness, decolonization, and Indigenization into the everyday student experience.

If this role did not exist, many essential elements of the student experience would be left unattended. Without professional oversight and guidance, student conduct processes, conflict resolution, and behavioral interventions would not be coordinated, leaving gaps in safety, accountability, and community standards. Not having this position would weaken the university's ability to support students in navigating challenges, managing crises, and accessing essential resources. Important opportunities for student engagement, reflection, reconciliation, and personal growth would also be lost, diminishing the vibrancy and inclusivity of the housing community.

This role makes a critical contribution to Yukon University by serving as a direct link between students living in campus housing and the broader institutional goals of student success, wellness, and reconciliation. By embedding cultural awareness, inclusive practices, and holistic student development within the housing experience, the Coordinator strengthens retention, academic achievement, and personal development outcomes for learners. In doing so, the position not only safeguards the well-being of students but also reinforces Yukon University's distinct identity as a place of inclusive education, cultural respect, and community building in the North.

## Key Responsibilities

Provide holistic mentorship and support to students living in Campus Housing by fostering a safe, inclusive, and supportive community living environment; serve as the primary point of contact for personal, academic, social, and wellness concerns for students living in Campus Housing; respond promptly and appropriately to crises; connect students to campus and community resources; and monitor well-being trends to promote resilience, enhance retention, and strengthen the University's commitment to student success and community care through consistent engagement with occupants, staff, faculty, and external service providers.

Oversee the administration of student conduct processes within Campus Housing, ensuring incidents are addressed fairly, consistently, and with an educational approach. Collaborate regularly with Safety & Security Services, other Yukon University departments as required or necessary. Promote a community culture centered on respect, inclusivity, and responsibility by addressing misconduct, facilitating restorative processes, and setting expectations that align with Yukon University's values, policies, and as outlined in the Campus Housing handbook.

Provide leadership and direct intervention during emergencies, critical incidents, or interpersonal conflicts that arise within the housing community. Apply calm judgment, trauma-informed practices, and problem-solving strategies to protect student well-being and community stability. Coordinate with external services, emergency responders, safety personnel, and university administrators as needed. Conduct post-incident follow-up with affected students, offering support and referrals, and contribute to after-action reviews to improve response protocols.

Uphold and regularly review university housing policies, contracts, procedures, and the Community Standards handbook to ensure they reflect institutional priorities, legal responsibilities, and best practices in student housing. Address and interpret policies for students, ensuring understanding and compliance.

Collaborate with the Campus Housing Operations Coordinator to ensure seamless integration between student life initiatives and housing operations. This includes coordination and shared communication on matters such as move-in/move-outs, room assignments, occupancy management, unit inspections, occupancy management, crisis response, safety concerns, and Campus Housing programming logistics to maintain a unified and student-centered approach while supporting operational efficiency, ensuring a seamless, student-centered housing experience. Work closely with the Campus Housing Operations Coordinator on areas where student life intersects with operational processes, such as housing assignments, move-in/move-out, safety inspections, and crisis response, ensuring a seamless, student-centered housing experience.

Design, implement, and evaluate campus housing programs, workshops, events, and initiatives that encourage personal growth, intercultural understanding, academic success, and life skills development. Collaborate with campus and community partners to deliver engaging and meaningful experiences that build belonging and support student transitions. Ensure initiatives integrate Yukon University's commitments to decolonization, Indigenization, and wellness, while reflecting the diverse needs of the campus housing population.

Represent Campus Housing on committees and working groups that shape student success, wellness, and reconciliation strategies across the university. Monitor emerging trends and best practices in campus housing life, applying them to enhance the experience of Yukon University students while they live on campus. Collect and analyze data on student conduct, wellness, and engagement to prepare reports and contribute to institutional decision-making. Ensure reporting supports accountability, program assessment, and future planning for student housing and student affairs more broadly.

### People Leadership

*The Coordinator provides direct supervision and performance management of student staff, including recruitment, training, evaluation, and ongoing developmental coaching, ensuring staff are equipped to uphold community standards and support student wellness effectively.*

*The role demands hands-on leadership in conflict prevention, intervention, and restorative justice, guiding staff and occupants through complex community challenges with an equitable and inclusive approach that balances authority and education.*

*The Coordinator exercises strategic and thought leadership by developing student life programs in Campus Housing that foster student wellness, skill-building, policy enforcement, and positive community engagement aligned with institutional values like inclusivity and reconciliation.*

*Leadership is collaborative and cross-functional, requiring coordination with campus partners such as Safety, Wellness, Student Life and Indigenous student supports to deliver holistic responses to crises and integrate resources for comprehensive student support.*

*The position requires a visible, resilient, and engaged leadership presence, balancing day-to-day supervision with project management, crisis response, mentorship, and community-building to create a safe, supportive, and educational living environment for students.*

## JOB ELEMENTS

### Decision - Making

Investigates student, non-academic, conduct cases within Campus Housing and independently determines outcomes, applying appropriate sanctions or restorative actions within delegated authority and consistent with approved policies and procedures.

Makes immediate crisis intervention decisions in response to unsafe or distressing student behavior to ensure timely safety measures and support.

Manages daily student life operations in Campus Housing, including scheduling student staff, assigning tasks, and enforcing housing policies consistently.

Plans, implements, and evaluates student life programs and events, managing associated budgets within approved financial limits.

Recommends sanctions, further actions, or protocol changes for serious or complex student conduct issues and crisis management, requiring formal sign-off by senior leadership.

### Communication and contacts

- **With Student Occupants:** Engages daily in conversations to exchange information, answer questions, explain housing policies, and provide support. Provides advise on, and mediates, roommate or community conflicts, influences positive behavior, encourages engagement in housing programming, and responds to emergencies or crises. Maintains written communication by documenting incidents and sharing updates through emails, newsletters, and notices.
- **With Student Staff (Housing Assistants, Peer Leaders):** Provides supervision, direction, and mentorship through weekly meetings, regular feedback, and coaching conversations. Communicates performance expectations, programming goals, and policy updates in writing, ensuring consistent service delivery and effective student engagement.
- **With Campus Partners (Campus Security, Wellness, Student Success Units):** Collaborates closely to promote student well-being, safety, and accountability. Activates and coordinates partner responses during student crises such as medical emergencies, mental health incidents, or safety threats, ensuring clear communication and alignment of actions. Provides housing-specific context to inform interventions, consults on ongoing student welfare concerns, and ensures accurate and timely follow-up through written incident reports and case documentation.
- **With Leadership and Administration:** Participates in meetings and committees to share updates, explain findings, and represent housing in policy and conduct discussions. Provides written reports on student needs, emerging trends, and housing-related issues, supporting informed decision-making, resource allocation, and institutional planning.
- **With the Housing Operations Coordinator:** Maintains regular communication, both informal (daily or weekly check-ins and quick updates) and formal (written reports, schedules, and incident documentation), to align student life priorities with housing operations. Exchanges focus on room assignments, occupancy management, move-in/move-out logistics, facilities concerns affecting students, and critical incident follow-up. Consistent contact ensures seamless coordination and prevents gaps in service delivery.
- **With Indigenous Partners and Community Organizations:** Builds respectful and collaborative relationships to foster cultural safety, inclusivity, and student belonging. Engages in consultations, shares perspectives, collaborates on programming, and coordinates participation in events, supported by reports, invitations, and regular communication.
- **With Parents and Families:** Communicates occasionally, but with high importance, to explain policies, address concerns, and provide reassurance during crisis or conduct situations. Correspondence may occur verbally by phone or in writing through formal notifications or email, always handled with professionalism and in accordance with privacy and confidentiality standards.

<b>Knowledge and Experience</b>
<ul style="list-style-type: none"> <li>• <i>Bachelor’s degree in Social Work, Humanities, , or a related field, providing foundational knowledge of human development, social systems, and educational frameworks.</i></li> <li>• <i>1–3 years of relevant professional experience, with demonstrated ability to supervise, mentor, and coach student staff or peer leaders; additional experience in crisis response, conflict mediation, and case management is highly valued.</i></li> <li>• <i>Strong knowledge and skills in student conduct, conflict resolution, restorative practices, trauma-informed approaches, harm reduction strategies, and mental health support.</i></li> <li>• <i>Understanding of student development theory, crisis management, program planning, and community building, along with familiarity with policies and procedures relating to non-academic misconduct, sexual violence, and student well-being.</i></li> <li>• <i>Awareness of sector best practices and commitment to advancing equity, diversity, inclusion, decolonization, and Reconciliation initiatives in higher education.</i></li> <li>• <i>Formal training or certification in trauma-informed care, mediation, conflict resolution, harm reduction, or crisis intervention (e.g., Mental Health First Aid) is an asset.</i></li> <li>• <i>High-level interpersonal communication, problem-solving, and strategic thinking skills, with demonstrated competence in documentation, data analysis, and incident reporting.</i></li> <li>• <i>Proven ability to work effectively both independently and collaboratively in a high-volume, fast-paced environment, balancing operational requirements with responsiveness to student well-being.</i></li> <li>• <i>Experience in policy development, program assessment, and implementation of large-scale student life initiatives, including outcome evaluation and reporting.</i></li> <li>• <i>Strong organizational and strategic planning skills with experience in event coordination, resource management, and change management.</i></li> </ul>

**WORKING CONDITIONS**

<b>Specific Working Conditions &amp; Requirements</b>
<p><i>The Campus Housing Student Life Coordinator position requires balancing administrative duties with front-line student support in a dynamic and high-pressure environment. The role involves frequent exposure to student distress, trauma, and crisis situations, including participation in early alert and threat assessment processes. Coordinators must remain calm, exercise sound judgment, and provide trauma-informed responses to emergencies such as mental health crises, disruptive behaviors, and community-wide incidents.</i></p> <p><i>The position demands irregular and extended hours, including evenings, weekends, and on-call rotations that may disrupt personal routines. Coordinators are also expected to support orientations, community-building activities, and urgent housing matters requiring immediate attention outside standard work schedules.</i></p> <p><i>Collaboration is essential, involving regular cross-departmental work with campus partners such as counseling, security, academic support, and accessibility offices, as well as occasional coordination with external agencies including hospitals, law enforcement, and community service providers. Limited travel may be required for training, conferences, or off-campus logistics.</i></p> <p><i>Physical requirements include frequent walking through campus housing facilities and outdoor campus areas, event setup and takedown, safety inspections, and on-call mobility during emergencies. Coordinators may occasionally face exposure to facility-related hazards, student behavioral disruptions, or health-related concerns.</i></p> <p><i>The position also carries significant emotional and professional demands. Coordinators must practice a high level of discretion and confidentiality while managing sensitive cases. Emotional resilience and professionalism are critical, as the role involves consistent accountability for student well-being, community safety, and retention within the campus housing environment.</i></p>