

**University of Dundee**

**ResLife Support Assistant Job Description and Person Specification**

**Ref No RSA- 23/24**

**Student Services**

Fixed term: Commencing Monday 11th September (Welcome Week) Session 2023-24 until End of Session 2023-24. \*

Student Support Services are currently inviting applications for the position of ResLife Support Assistant (RSA). RSAs provide support for the pastoral care of students and help signpost as required towards the University’s Student Services. In addition, RSAs organise events and activities to promote community and belonging for resident students.

Successful candidates will become resident in one of the University Residences, usually sharing flats with other members of the RSA team, in single occupancy rooms.

\*Training for the post will take place the week commencing Monday June 5th. Successful candidates will need to be flexible to ensure they can complete the training in time to undertake the role. Candidates unable to commit to the training will not be considered eligible.

**Job Purpose**

The main aims of the post are:

* To monitor and support student wellbeing in University Residences through regular flat visits.
* To provide a supportive pastoral role.
* To receive, respond to and escalate to management instances of gender-based violence (GBV) in university residences.
* To promote an environment where individuals are sensitive to, and aware of, the need for co-operation and compromise for harmonious community living.
* To instil an understanding for all students to behave responsibly, respectfully, and safely within our residencies’ communities.
* To report information to ResLife Manager of any concerns regarding flat disputes or student welfare.
* Carry out interventions such as mentoring, mediation or advice to individuals and flat groups to ensure harmonious living and wellbeing.
* Work together as a team to ensure that ResLife Events are planned well, and organised to provide opportunities for fun, connection, and opportunities to those living in Residencies.
* Participate in all events and communicate effectively with the ResLife Team to ensure strong team working and positive relationships with fellow teammates and attend ResLife Team meetings.

The Student Support Team in University Residences are the first line of contact for residents in need of help and/or support. They are supported in dealing with complex matters and escalate these to other professional areas of Student Services.

**Eligibility**

To be a Student Support Assistant you must have a substantial connection to the University for the academic year for which you are applying, either as a postgraduate student, mature undergraduate, or similar.

**Job Description**

ResLife Support Assistants (RSAs) provide primary pastoral care and support to students living within university accommodation. The University of Dundee currently operates five Residences with approximately 1,600 beds. You will be provided with a flat within one of the five University accommodations and you will be allocated a fair and manageable number of flats that you will visit periodically throughout the academic year. You will attend flat meetings and speak with students who are living together to check on their wellbeing and offer support and advice. Training is provided to ensure you feel able to carry out this role and support is offered to help you navigate any difficulties. Some issues that you may experience may be flat disputes; noise related issues; relationships between two or more flat mates; loneliness; homesickness; self-harm; depression; alcohol misuse; stress related issues; bullying and harassment. RSAs will also help to direct students to appropriate services within the university or contact Emergency Services.

You will be responsible along with your team to create and manage fun events for Residencies. You will be expected to work well as a team and be supportive to your fellow colleagues.

ResLife Support Assistants are responsible in the first instance to the ResLife Manager. All RSAs are required to undertake a comprehensive training course (suicide prevention and responding to gender- based violence prior to taking up the role and must be available to complete the entire training programme to be eligible to apply. ResLife Support Assistants will be encouraged to enhance their skills through additional courses within Student Services and other development opportunities relevant to the post.

The length of contract will be that of the academic year plus the initial week of training immediately before the summer vacation. This will include Christmas and Easter breaks and is not automatically renewable.

To be effective in their role, RSAs are expected to maintain a visible presence on site during semester time. A limited number of weekends away are allowed, but these must be arranged in advance with the ResLife Deputy and/or ResLife Manager. No formal rotas are envisaged but by grouping in teams of two or three, RSAs can work together to ensure continuous effective cover is provided by RSA availability.

**Duties**

The duties of an RSA include:

* Taking an interest in, and responsibility for the pastoral care of students on their site
* Facilitating students during the moving-in weekends in September and January
* Visiting all flats in their Residence within the first two weeks of Semester 1 to introduce themselves to residents
* Further (bi-monthly\_ visits to all flats to discuss issues that residents might have, and to inform of help/support available
* Recording accurately the findings from all visits to flats and promptly reporting this in the prescribed manner to the ResLife Manager and Deputy.
* Where welfare issues have been identified, putting in place student support plans, keeping the Deputy ResLife Manager and ResLife Manager regularly informed
* Arranging individual meetings with residents who do not attend flat meetings to further explore possible welfare issues they might have
* Contacting and meeting with students who require support out with the formal flat visits
* Mediating in student disputes about noise, cleaning rotas, unacceptable behaviour etc.
* Holding student drop-in sessions in accordance with the published rota (approximately one session every 7-weeks) to support student queries/issues
* Establishing and maintaining appropriate social contact with residents
* Providing relevant information, advice, and support to residents
* Liaising with Student Services and accommodation providers (e.g. Sanctuary Students) over student issues or concerns
* Working with the ResLife team to organise and support ResLife events for the benefit of residents
* Attending team meetings with the ResLife Manager
* Other duties as allocated by the ResLife Manager

**What do Student Support Assistants receive in return?**

RSAs will receive a 60% discount of the respective rent for their first year of service. If they continue as a Senior ResLife Support Assistant for another academic year and undertake necessary training, they are entitled to 75% discount of rent.

**Person Specification**

###### ****General****

**Essential**

Current postgraduate student, or second year to fifth-year undergraduate student at the University of Dundee, continuing in 2023-24 academic year

**Desirable**

Postgraduate Student  
Sufficient knowledge or experience of life in University Residences

###### Skills and experience

**Essential**

Excellent verbal communication skills  
Ability to listen to and establish rapport with students  
Negotiation/facilitation skills

Ability to manage time effectively

**Desirable**

Experience of dealing with welfare issues

Experience as a Peer Connector

**Experience as a ResLife Team Member**

Experience as a School Representative

Experience of running events

Experience of managing/producing content for social media

###### Personal qualities

Reliable, trustworthy, and well-motivated

Balanced, mature, and non-judgemental

Good interpersonal / communication skills

Self-inclined to peer support, people-focused and empathetic

Tactful and flexible in approach

Able to set personal boundaries

Willingness to take responsibility

Good team player – able to share information and to involve others in finding solutions

Confident and assertive when appropriate

Ability to balance personal, professional, and social commitments

**How to apply:**

Please apply by **Application Form**. You should state why you would like to be considered for the post and how you meet the Person Specification above.

Email your application form and or any questions you may have about the post to:

[Residences-Support@dundee.ac.uk](mailto:Residences-Support@dundee.ac.uk) quoting **Ref No RSA2023-24**.

Candidates who meet the personal specification will be invited for an assessment consisting of an interview and group task.