

Resident Assistant Job Description August 2025 - April 2026

Job Title: Resident Assistant (RA)

Department/Group: Residence Services/Residence Life

Location: Thunder Bay Campus

Job Category: Student

A Resident Assistant (RA) is a student staff member who lives within the Residence community and aids fellow residence students towards a successful and positive residence experience. Reporting to the Residence Area Coordinators, successful RA candidates will organize both educational and social programming, complete building rounds through a rotating schedule, attend regular meetings and assist with student arrivals and departures. RAs are expected to act as a positive role model, mentor, resource and support to students within the Residence community at large. The primary objective of the RA is to foster an inclusive community spirit while supporting the personal and academic success of residence students. As a part of the role requirements, RAs will live in an assigned residence room.

Job Tasks & Responsibilities:

- Communicate regularly with students to provide information and assist them with their transition into residence through a variety of approaches; including but not limited to, house meetings, program advertising, emails, social media, etc;
- Offer support, guidance and assistance throughout the academic year to assist residence students achieve success;
- Establish and maintain a positive rapport with students while maintaining an approachable demeanour for peer-support matters;
- Build a sense of community through house meetings, programming and residence initiatives;
- Participate in a rotating on-call schedule in which yourself and fellow RAs provide on-site support to students, as well as indicate facility concerns;
- Follow protocol regarding potential emergency procedures;
- Enforce and promote the Residence Community Standards;
- Work collaboratively with the Residence Council team to plan, facilitate and participate in programming both within the house as well as Residence-Wide;
- Promote and advertise programming through a variety of means including but not limited to social media, posters, emails, etc;
- Submit programming budgets and balance expenses through the academic year;
- Attend weekly team meetings as well as regular meetings with the Residence Area Coordinators;

- Maintain an up-to-date knowledge of current and upcoming events as well as share relevant information with the student community;
- Complete reports on a needs-based occurrence including but not limited to bi-weekly reports, programming reports, etc. and submit them to the Residence Area Coordinators;
- Perform community rounds through residence facilities checking student safety and health;
- Develop and encourage community building with fellow students through community rounds;
- Promote and enforce community standards compliance through community rounds;
- Assist with the resolution of conflicts in the community;
- Provide assistance to residents with their personal, social and academic concerns;
- Refer residents to appropriate resources as required to support their wellbeing;
- Report any and all incidents that you become aware of that in any way are a concern to the Residence Services team in a timely manner; incidents include but are not limited to Emergency Services being called to Residence, breaches to the Residence Community Standards and/or any illegal acts within Residence;
- Maintain and update bulletin boards;
- Complete all programming expectations as outlined by the Residence Area Coordinators;
- Assist with student check-ins and departures;
- Wear the RA uniform as directed.

Qualifications:

- Flexibility in schedule in order to perform duties;
- Ability to communicate effectively with students, co-workers and all members of the Residence Services team;
- Excellent time management skills;
- Empathetic and inclusive in order to effectively communicate with students and develop positive communities;
- Ability to maintain and adhere to strict confidentiality regarding Residence and student concerns;
- Strong sense of initiative;
- Creativity for unique, original, and effective programs;
- Attention to detail and strong sense of organizational abilities;
- A passion for leadership and ability to be a team player;
- A positive attitude about the Residence experience as well as Lakehead University;
- Adherence to the Residence code of conduct;
- Demonstrated positive contribution to the Residence community.

Additional Requirements:

Prior to the commencement of the RA contract, each RA candidate must receive/complete the following:

- Standard First Aid training – this training must be valid for the duration of the contract term;
- A clean Police Background check – this record check must be up to date for the contract term and does not require a Vulnerable Sector Check.