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| **crestGh** | **Faculty/Division/Office/Unit/Entity/Institute** | **Dean of Students** |  **Job Grade****RemChannel Code** |
| DATE PROFILE WAS LAST REVIEWED | October 2013 |

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|  |  |  | NAME |
| **JOB TITLE** | Assistant House Warden | INCUMBENT | Various |
| **DEPARTMENT/SECTION** | Residential system:Only for the following residences: Jan Smuts, Atherstone and New House | **SUPERVISOR/ MANAGER** | House Warden |
| **JOB TYPE**  | Student Support | **DIVISION HEAD** | Dean of Students |
| **PERMANENT OR CONTRACT (IF CONTRACT – LENGTH OF CONTRACT)** |  | **FULL-TIME OR PART-TIME (IF PART-TIME HOW MANY HOURS PER DAY)** |  |
| **COUNCIL FUNDED POST OR OUTSIDE FUNDED** | Council | **DATE APPROVED** |  |

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| ***MAIN JOB OBJECTIVE/S*** |
| The key purpose of this job is the assist the House Warden in the effective management of a University residence in order to provide a high-quality support service to the students. |
| ***DESCRIPTION OF KEY RESPONSIBILITY AREAS***  | ***STANDARD EXPECTED*** |
| **STUDENT CARE including:** The Assistant House Warden assists the House Warden to ensure the provision of an environment within the residence which is conducive to the development and success of its students at the University. This involves:* Interacting with students, as a collective as well as individually
* Taking an interest in student activities in the residence
* Assisting students with problems
* Attending of training programmes and discussion groups for Wardens
* Attending residence functions and being present in the House during all functions
 | The Assistant House Warden is expected to interact with students in a friendly and caring manner, assisting students in their transition from teenager to young adult. This includes assisting any student who is experiencing academic or personal problems; taking an interest in the sporting and social activities in the residence and encouraging involvement in cultural activities in the residence and in the University.The Assistant House Warden is to assist the House Warden in meeting with each student individually at least once during each academic semester to discuss academic progress and general adjustment to University and residential life.With an appropriate approach, the Assistant House Warden is required to assist the House Warden in ensuring that the House Committee and Sub-Wardens contribute to an environment which is conductive to the development and success of its students.  |
| **STUDENT DISCIPLINE** including:The Assistant House Warden is required to assist the House Warden to ensure that the Student Disciplinary Code and other Hall/House regulations are adhered to.Where disciplinary action is required, the matter should be referred to the House Warden.  | Disciplinary action taken is consistent and fair and is done in terms of the Student Disciplinary Code. Ensure that the rules of the University, Hall and residence are implemented consistently and fairly. Matters requiring formal disciplinary action to be taken are referred to the House warden timeously and accurately. |
| **COMMUNICATION** including:The Assistant House Warden assists the House Warden to ensure good communication within the residence including that once the House Warden has determined various strategies, assist him/her in the implementation thereof e.g.:* Strategies to ensure that students in the residence are informed of urgent or important developments at the University
* Strategies to ensure that student input can be fed into different Hall and Dean of Student processes;
* Informing the Hall Warden of any critical incidents in the residence.
* The Assistant House Warden must be contactable in an emergency
 | Flow of information is efficient, regular and prompt. Requests to pass information onto the relevant groups, individuals is done timeously and accurately. Requests for information from students is handled appropriately, accurately and timeously.  |
| **RESOURCE MANAGEMENT** including:The Assistant House Warden, in assisting the House Warden, must ensure that the fabric of the house and its immediate precincts is maintained in good order and that losses of and damage to movable assets (furniture, blankets, curtains, carpets, etc.) are kept to a minimum. | Regularly inspecting the fabric of the residence and its assets to identify any problems and reporting the need for any necessary repairs in the format required by the Hall Warden.Taking appropriate action against anyone who is known to have willfully or negligently damaged the property of the University or who is known to have contravened the Student Disciplinary Code or any other Hall/House regulations.  |
| **SERVICE MONITORING:** The Assistant House Warden must assist the House Warden in doing minor checks related to the provision of services (e.g. housekeeping and utility) to the residence and reporting any problems to the House warden.The House Warden remains responsible for raising any ongoing problems with the service providers and/or raising these with the Hall Warden. | As requested by the House warden, doing the necessary checks timeously and accurately. |
| **ADMINISTRATION** including:The Assistant House Warden must assist the House Warden in the administration required to ensure the smooth running of the residence, including the:1. Maintenance of student records, containing academic and personal information on all students in the residence;
 | Records are kept up to date, information is easily accessible. Policies/procedures are known to all and adhered to. |
| **HEALTH AND SAFETY AND WELL-BEING** including:The Assistant House Warden in assisting the House Warden must: 1. Conduct regular fire, emergency and safety checks and drills in the residences in consultation with the Campus Protection Unit;
2. Ensure that suitable arrangements are made for emergencies; and

3. Refer students needing support to  relevant support structures. | Assistant House Warden emphasises the importance of health and safety to the students and ensures adherence to procedures and requirements.Assistant House Wardens have the minimum knowledge required as regards how to deal with situations that threaten the health, safety and well-being of students.Referral to appropriate resources/support. Assistant House Wardens respect the fact that they are not professional counsellors.  |
| **BUDGETARY RESPONSIBILITIES*:***The Assistant House Warden should assist the House Warden to ensure the sound fiscal management of house funds by the house committee and should assist the house warden in ensuring that house accounts are submitted to the house warden for his/her approval and signature at the end of each academic term. | All University and Hall budgetary & fiscal procedures should be followed |
| **DEPUTISE**The Assistant House warden may be required to deputise for the House warden from time to time in his/her absence. |  |

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| ***DIRECT CONTACTS OF THE JOBHOLDER (INTERNAL AND EXTERNAL)*** |

**INTERNAL CONTACT:**

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| **TYPE OF CONTACT** | **DAILY/MONTHLY****ANNUAL** | **PURPOSE OF CONTACT** |
| Students | In House Meeting at least once a term | Interact with students on a daily basis in the Dining Hall, as well as in the residence. |
| House Com | At least once a term | To discuss upcoming residence activities and other relevant matters |
| House Warden | Weekly | Interaction as regards the smooth running of the residence and any problems encountered |
| Hall Administrator | Weekly or on an ad hoc basis | To follow up on requests made or other relevant matters |
| Hall Committee | Whenever meetings are scheduled | Attend Hall meetings held once a term to discuss matters of relevance to the running of the Hall |
| Academic staff | On an ad hoc basis | To enquire after a student’s well-being should there be concern or to relay a difficult circumstance that has been experienced (provided that the student has provided consent for such communication) |

**External Contact:**

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| TYPE OF CONTACT | **DAILY/MONTHLY****ANNUAL** | **PURPOSE OF CONTACT** |
| Parents of students | Annual, usually at the beginning of the year | Greeting of new students to residence, welcoming old students back. Contact with parents related to a problem with one of the students in the absence of the House Warden. |

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| JOB REQUIREMENTS |
| ***EDUCATION and EXPERIENCE***In line with the competencies required below, consideration will be given to the following candidates: 1. those who are in possession of an academic qualification (and therefore experience of studying at university or technikon level) AND who have lived in or run a tertiary education establishment residence; 2. those who are in possession of an academic qualification (and therefore experience of studying at university or technikon level) OR those who have lived in or run a tertiary education establishment residence; and3. those who have worked in a tertiary education environment and who, as a direct result of their job, have interacted with students.  |
| ***COMPETENCIES – I.E KNOWLEDGE, SKILLS AND ATTRIBUTES***The incumbent must demonstrate the following competencies: * An understanding of the dynamics of residence life and the realities facing students today;
* An ability to work independently (self-motivated with a keen sense of responsibility);
* Ability to cope with multiple demands (stress management);
* Sound conflict management skills with a high level of assertiveness;
* Interpersonal skills (the ability to build rapport with others and to instil confidence in others);
* Sound communication skills;
* Sound administrative skills, including the ability to conduct a meeting;
* Genuine interest in students, with the ability to deal with diversity.

*Desirable Competencies:** Counselling skills; and
* Basic book-keeping skills.

*Required once on the job:** If you do not have a valid certificate, a First Aid Certificate from a recognised service provider, a certificate is required within the probation period. The cost will be covered by the Institution.
* Knowledge of the University’s Rules for Students, the University’s discipline procedures and the University’s policies affecting the residence system;
* Knowledge of the fire, emergency and safety regulations, procedures and services including the University’s campus protection officers and campus guards, the local ambulance service, the local fire service and the local police - in particular how to manage a crisis situation; and
* Knowledge of the University, in particular the support services and facilities on offer to students.
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| ***MANAGEMENT/SUPERVISORY DUTIES***None |
| ***NUMBER OF SUBORDINATES***None |

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| ***FUNCTIONAL RESPONSIBILITIES (only if applicable)*** |
| ***COST/FINANCIAL CONTROL***Is the jobholder responsible for any aspect of cost control or for materials, stock or equipment? If yes, what is the monetary value and to what extent is the person accountable or responsible? NoDoes the jobholder have a direct responsibility for controlling operational costs or expenses? If so, what is the annual budget (ignoring direct and indirect remuneration costs)? No |
| ***LEVEL OF RESPONSIBILITY***Who must authorize, review or clear decisions taken with regard to the jobholder’s functions? House WardenWhat percentage of tasks can be carried out without supervisory input and/ or control? 75%What normally authorized and empowered critical decisions may be made by the job holder? Within the agreed University, Hall and residence policies and practices, decisions can be taken in conjunction with the House Warden as regards the running of the residence and related operational matters. |
| ***PLANNING*** What is the longest (macro) period that the jobholder has to plan ahead? 1 termTypically how long are the micro phases/time periods that the macro planning is divided into? 6 weeks |
| ***ADDITIONAL INFORMATION***Who prepared the job profile?Riana Henning with Hall Warden of Jan Smuts Hall and House warden of Atherstone, Sept 2013Updated, Dean of Students and Director of HR October 2013.Signature of the line manager Signature of the employeeDate DateSignature of the HoD/Director (where she/he is not the line manager)Date |