RESIDENT ASSISTANT

The Resident Assistant assumes a role of leadership in all aspects of residence hall living. The following comprise the principle duties and expectations for the Resident Assistant position.

RESPONSIBILITIES

1. Establish strong relationships with residents by actively getting to know them and maintaining frequent contact throughout the year.
2. Promote a sense of community on the floor or living area by encouraging residents to become acquainted and creating opportunities to participate in decisions concerning floor activities and events.
3. Be responsible for a floor/living area in a residence hall. Manage the floor, its functions, and resident issues including, but not limited to; personal concerns, customer satisfaction, and retention. Maintain standards encouraging a healthy and safe physical environment.
4. Encourage and support academic achievement through personal example, programming opportunities and maintaining an environment conducive to academic pursuit.
5. Serve as a peer helper when residents have a concern or problem.
6. Mediate conflicts that may occur between roommates and residents.
7. Confront all student behavior or infractions which disrupt the environment in a positive, educational and professional manner.
8. Work at the hall front desk and/or post office.
9. Assist and support the Hall Association by attending meetings and functions regularly.
10. Complete administrative tasks including, but not limited to; room check-in/check-out, health and safety inspections, collection of resident surveys, bulletin boards, and other tasks as assigned by Head Staff or University Housing.
11. Serve as the first level of intervention in crisis situations and conflict mediation.
12. Serve as a resource person and referral agent for university and community services such as the Counseling Center, Black Cultural Center, Student Health Services, Career Services, etc.
13. Attend all staff training activities, staff meetings and other meetings as required by Head Staff or University Housing.
14. May serve on committees, taskforces, and specific projects.

EXPECTATIONS

Community Development

1. Be visible and accessible to residents on the floor/living area.
2. Be available. Provide appropriate supervision and leadership of residents on the floor.
3. Learn residents’ first name, last name and hometown by the middle of September.
4. Educate residents about their responsibilities as members of the community.
5. Encourage your residents to develop strong study habits, attend classes regularly, and keep up with daily course work. Approach and assist students whom you perceive to be having trouble.
6. Encourage resident participation in hall association and URHC.
7. Utilize the Community Development Model. The RA is expected to promote a community atmosphere for individual and group development by encouraging growth in the following areas:
   a. Personally know, interact with and support your residents.
   b. Actively link your residents to the floor and campus community.
   c. Promote and equip your residents to succeed academically.
   d. Develop personal communication and social development skills of your residents.
   e. Encourage your residents to explore and reflect on values, ethics, and our diverse global society.
   f. Challenge your residents to engage in safe and healthy lifestyles.

Team Player/Relationships
1. Be a productive and positive member of the staff team in your building.
2. Discuss any disagreements openly and reasonably. Deal with problems as they arise, before they become compounded.
3. Develop a relationship of trust with your Hall Director in which concerns affecting the welfare of the residents and the hall can be discussed honestly, openly and fully.
4. Make an effort to promote staff unity and harmony with all university staff members. Be interested, concerned, and willing to help other staff members and to ask for help when it is needed.
5. Assist the housekeepers, maintenance personnel, and other University Housing staff in providing a clean, efficiently operated and well-maintained environment. Help promote respectful understanding of the responsibilities of both the residents and University Housing personnel.
6. Utilize resources in the area office whenever you can. Stop by the area office and develop a supportive relationship with the Area Assistant Director, Area Graduate Assistant and area ASA III.

Leadership and Ethics
1. Convey a positive attitude regarding the RA position and its duties and responsibilities.
2. Act as a positive role model both for fellow staff members and residents by not participating in questionable or unethical behavior.
3. Demonstrate dependability and accountability by being punctual in meeting attendance as well as adhering to deadlines.
4. Be self-disciplined
   a. Respond quickly to resident requests.
   b. Refrain from gossip, complaining, and negative comments about residents, the RA position, University Housing and other staff members.
   c. Be friendly and helpful.
   d. Work cooperatively with other staff and share duties equally.
   e. Carry out to the fullest any responsibilities you assume or are assigned.
5. Be honest with residents and staff.
6. Exercise authority wisely – avoid inappropriate personal agendas including but not limited to personal values, faith systems, political beliefs, etc.
7. Avoid preferential treatment of residents or other staff members.
8. Demonstrate mature, responsible decision making.
Confidentiality
As a Department of University Housing staff member you will have access and be privy to confidential information. Confidential information includes floor and hall rosters, incident reports, disclosures from residents, crises, etc. As a member of the Department of University Housing you agree that you:
1. Will not disclose confidential information to a third party unless instructed by a professional Department of University Housing staff member. The only information that can be disclosed to third parties is directory information; phone number and PO Box.
2. Will not promise complete confidentiality to a resident. In the event that illegal activity, spread of communicable disease, and/or psychological or physical harm may be prevented or has occurred, a professional staff member of the Department of University Housing must be notified immediately.
3. Return all confidential information, including copies, to the Department of University Housing upon request.
4. Will immediately submit legal documentation to the Department of University Housing before taking any action in the event that by court order you are required to disclose information.

Media and Press
1. Refer all media and press members, including the Beacon, to the Associate Director for Residence Life.
2. Will not speak to any media or press outlet as a representative of the Department of University Housing without prior approval from the Associate Director for Residence Life.

Peer Helper
1. Establish effective communication with residents through listening and responding with concern and support.
2. Be familiar with and practice proper protocol procedures for emergency response situations.
3. Advise HD/AHD of any resident concerns or conflict; ask for assistance and support.
5. Do not transport students to local hospitals.

Enforcement of Policy
1. Educate residents and enforce all University rules, regulations and policies.
2. Comply with the policies and procedures contained in the most current versions of the Resident Assistant Job Description, Hilltopics, University Housing Guidebook/Calendar and expectations of University Housing Staff. Staff members who violate University and University of Housing policies and procedures are subject to the same disciplinary sanctions as other residents. In addition, staff members may be subjected to staff discipline, up to and including termination.
3. Contact the Hall Director or Area Coverage on duty to ensure appropriate action if the situation involves the —5 P’s (Police, Paramedics/Personal Injury, Parents, Property Damage, and Press).
4. Be responsible for thorough and accurate documentation of all violations of University Housing policies, regulations, and Standards of Conduct. Documentation must be submitted to the Hall Director by 9:00AM on the following day.
Meetings
1. Attend all staff training and development activities including, but not limited to; spring training, fall training, in-services, building/departmental committees and staff selection.
2. Attend all building staff meetings (minimum of one per week).
3. Attend regular one-on-one meetings with the Hall Director and Assistant Hall Director.
4. Maintain an open line of communication with the Hall Director regarding events on the floor or living area.
5. Hold periodic floor meetings with the residents for general communication, sharing information, or community development.

On-Call Duty
1. Be in the building and accessible by phone or walkie-talkie at all times during your specified shift.
2. Complete all duty tasks, which include, but are not limited to; completing thorough hall walks and responding to discipline, emergency situations or resident concerns.

Paperwork
1. Turn in all paperwork in a timely fashion.
2. Conduct health and safety inspections.
3. Distribute and collect surveys of the residential populations.
5. Post approved flyers/signs on floors in a timely manner.
6. Update bulletin boards on a regular basis.

TERMS OF EMPLOYMENT
General Rules
1. Term of employment is one academic year.
2. Resident Assistants are "at will employees" and may be released from their employment at any time.
3. Rehire for another term of employment is based on past work performance and meeting job qualifications and responsibilities.
4. Will not student teach, hold assistantships, accept other employment (on campus or off campus), or accept any major elected or appointed office. Rare exceptions will only be granted by the Area Assistant Director as determined in conjunction with the Hall Director.
5. Assume other responsibilities as deemed necessary by the Department of University Housing.

Time Commitment
1. The RA position is the principle non-academic activity. Extracurricular activities should not conflict with the time needed to perform effectively throughout the entire year.
2. Return to campus early before Fall Check-In and Spring Check-In to complete training and/or administrative duties. Must stay after a building is closed to complete administrative requirements. Some halls may have to stay late or return early for Winter/Spring break as well. A few halls (Apartments, Volunteer, Laurel and Massey) will remain open for all of Winter Break and Spring
Break. All Residence Halls remain open during Labor Day, Fall Break, Thanksgiving, Martin Luther King, Jr. Day and Spring Recess.

3. Required to work an average of 6 hours per week at front desk and/or postal office.
4. All overnight absences from your floor must be approved by the Hall Director.

**Academic Standards**

1. Must maintain a minimum cumulative grade point of 2.75 and not have two consecutive semester GPAs below 2.75 while employed. A cumulative GPA below 2.50 will result in immediate termination. Grades will be checked each semester to insure that the minimum GPA requirement is being maintained.
2. Be enrolled in a minimum of 9 semester hours of classes for fall and spring semesters. The Area Assistant Director must approve any exceptions.

**Evaluation**

1. Evaluation will be at least once during the academic year. The Head Staff will base evaluation on job performance and information from the resident surveys.
2. Request to be Rehired application will be during the spring semester. Hall Director will meet with RAs requesting to be rehired one-on-one. Criteria used will include evaluations and job performance.
3. Poor overall performance, lack of availability, and lack of staff support will be dealt with on a case-by-case basis.

**Remuneration/Benefits**

1. Stipend - $1035 monthly; August – April. A pro-rated amount in May based on the number of days on payroll.
2. Housing—a private room at the double occupancy rate.