Resident Advisors (RAs) are integral to the success of our students and residential communities. It is a position that requires a multitude of interpersonal, creative, and administrative skills; but is also richly rewarding in its impact on the student experience. This document outlines the terms of employment for RAs for the 2015-2016 academic period. Resident Advisor staff will be held to the expectations of this document.

**RA Position Time Commitments and Requirements**

- Resident Advisor Staff are expected to work an average of 20 hours a week for the 32 weeks of the academic year.
  - During training and opening periods (prior to classes starting) the commitment will require more than the average 20 hours a week.
- Attend community staff meetings, supervision meetings, RA in-service training sessions, and other meetings as requested by their RCC, ARCC, or other UHFS staff members. Any exceptions to a scheduled meeting must be discussed 48 hours in advance with the RCC/ARCC Supervisors.
  - **PLEASE NOTE:** RAs may not make other commitments on Mondays between 3:00 pm and 6:00 pm in order to attend RA staff meetings and/or In-Service training sessions.
- RAs are allowed to participate in 10 hours of outside commitments whether an internship or structured extracurricular activities. RAs seeking outside commitments beyond these 10 hours must obtain prior approval from their RCC/ARCC before participating in those opportunities.
- Each RA will be assigned a community collateral assignment (e.g., Residence Life program committees, screening/search committees, special event committees, etc.). Participation in this responsibility is an aspect of community and departmental involvement. Collateral assignments of this sort may average 1-3 hours per week depending on the assignment.
- For emergency and safety reasons RAs need to notify their RCC/ARCC PRIOR to being absent from the community overnight.
- During “no travel” dates 50% of the staff must return to their community by 8:00 pm. A schedule will be arranged by the RCC/ARCC.
- Report real and potential concerns related to your community to your RCC/ARCC on a regular basis. The communication link between RAs and RCC/ARCC staff is critical to maintaining a healthy and safe environment for residents.
- Assist in the recruitment and selection of new Residence Life staff members.
- Attend weekly or biweekly meetings with your RCC/ARCC supervisor(s).
- Check and respond to emails within 24 hours of receipt.

**Community Development Responsibilities**

- Be visible and available to your residents by getting to know them and developing relationships. Know each resident in your community by name and be available to assist, counsel, and socialize.
- Facilitate community meetings and community standards meetings as required by your RCC/ARCC. Refer to the Residence Life Programming model for details.
- Encourage resident participation in the Residence Hall Association (RHA), Prime Time Productions (PTP), and Community Councils (CoCo).
- Work with and educate residents to create an environment that respects the rights and privacy of others, promotes consideration of individual needs within the community, and cultivates a sense of responsibility for the community as a whole.
- Develop a community that strives to understand, respect, and celebrate diversity in accordance with the UHFS Diversity Statement.
- Refer residents in crisis to appropriate campus resources and report emergencies to the RCC/ARCC when necessary.
- RAs should be actively engaged with residents as well as promote social interaction and development of interpersonal skills.
• Encourage residents to challenge assumptions and engage in reflective critical thinking.
• Support the programming model by planning, promoting, and attending programs.
• All RAs are encouraged to have and work with a Faculty Mentor.

Peer Helping
• Demonstrate active listening skills and reflect a genuine attitude of caring for others.
• Be aware of residents in need of personal assistance, guidance, and/or support.
• Provide appropriate consultation and referral when necessary while maintaining student confidentiality.
• Possess a general working knowledge of campus and community resources.
• Assist residents in interpersonal conflict resolution, which may include mediating disputes between individuals or groups.

Administrative Duties, Responsibilities, and Expectations
Policy Enforcement
• Educate residents regarding UHFS and University policies and procedures found in “Living In: The Residence Life Handbook” and uphold these policies and procedures fairly and consistently.
• Respond consistently to student behavior that violates community guidelines, results in damage to the community, and/or endangers the health and safety of others.
• Maintain a positive rapport and a respectful attitude with residents while enforcing policies.
• While in your community you should confront policy violations. When in other communities, however, please report observations to the duty staff in that community.
• Be knowledgeable of all information included in the RA Training Manual and “Living In: The Residence Life Handbook”.
• Report maintenance, custodial, and other facility-related concerns through the work order system.
• Assist your RCC/ARCC with the setup and take-down of the check-in/out process, room changes, evaluations, surveys, etc.
• Post all approved distribution materials in a timely fashion.
• Complete administrative tasks in an efficient and timely manner.
• Be responsible for checking your wildcat email account and staff mailbox each weekday.
• You will be required to turn in all UHFS supplies assigned to you at the end of your appointment.

On Duty Expectations
• Duty begins at 8:00 pm and ends at 8:00 am except for weekends. Your supervisors will provide community-specific training.
• During scheduled duty RA staff must be in the community and readily accessible to residents.
• You are expected to wear your staff shirt whenever on duty. This is for identification purposes with residents and guests, and also aids University Police and other emergency response personnel with identification of UHFS staff. Duty shirts/sweatshirts should not be donated to local organizations, but instead returned to the community’s RCC/ARCC.
• You are not permitted to have guests while you are on duty.
• “Safety Checks” are performed at approximately 8:00 pm, 10:00 pm, midnight, and 2:00 am.
• Submit incident reports within 24 hours of the incident’s occurrence.
• While on duty you may be called on to perform lockout services for residents.
• Be advised that residents and staff may call upon you for help anytime the need arises whether or not you are on duty.

Building and Duty Keys
• Never take a master key/card outside of their assigned community.
• Use the master key/card to unlock the room door of a student who is locked out.
• Cross check the student’s identification and the community roster prior to unlocking a room door. Never unlock a door for ANYONE other than the resident assigned to a specific room or apartment.
• Immediately report a lost master key/card to the RCC/ARCC Staff.
• Inappropriate use or loaning of a master key/card will result in immediate termination.

Community Service Desk Duties and Responsibilities
• The responsibilities and expectations set forth by the SRA/ARCC of the Desk Attendant role are to be followed by RAs and DAs alike.
• DA Position performance will impact your job and evaluation as an RA.
• RAs must work at the residence hall service desk a minimum of 4 paid hours per week not to exceed 10 hours per week without special permission. The hourly pay rate is $9.85 and scheduled shifts will be determined by service desk supervisors.

Confidentiality vs. Privacy
• RAs are in a position to access sensitive and personal student information. Such information must be managed in a discrete, confidential, professional, and private manner.
• An RA should NEVER promise confidentiality to residents, but may assure them of PRIVACY instead.
• Maintain confidentiality regarding staff members, including documentation, mental health issues, and disciplinary status of students.

Mandated Reporter: Child Abuse and/or Child Neglect
• The California State University System (as codified in Executive Order 1083 and in compliance with CA Penal Code 11166) has determined the RA position to be a “mandated reporter” in situations involving persons under 18 years of age who may be or are suspected to be victims of child abuse and/or child neglect.
• Any information that might affect the safety, security, and/or wellbeing of a student under 18 years of age, MUST be immediately shared with RCC/ARCC supervisor(s) in your role as a mandated reporter.
• Residence Life staff will receive training on mandated reporter responsibilities, obligations, and expectations, which will include documentation acknowledging that the training was provided.

CPR Certification
• RA staff are required to be CPR certified by the time the residence halls open in the Fall. Proof of certification must be on file with UHFS. Training to fulfill this requirement will be offered to RAs during fall training.