

MEMO

TO: 2017-2018 Resident Assistants

FROM: Carrie Ponikvar, Director of Residential Education

SUBJECT: Resident Assistant Job Responsibilities

DATE: August 20, 2017

Housing & Residential Education (HRE) at the University of Denver plays an integral role in the education and development of students. In addition to supporting students' academic endeavors, HRE seeks to provide students with a safe, nurturing, and challenging residential environment that promotes personal growth. HRE is committed to building community, valuing all types of diversity and promoting social justice.

Resident Assistants (RAs) are vital members of the HRE staff, working in direct service to students. In addition to being students themselves, the RAs have many different roles, including: leadership, community building, peer counseling, addressing student behavior, educating, and serving as positive role models. RAs model strong leadership characteristics such as responsibility, positive attitude, fairness, enthusiasm, flexibility, commitment, integrity, time management, communication skills and a willingness to learn and work as a team member. RAs report directly to a Resident Director/Graduate Resident Director, and also receive direction from other professional staff members.

GENERAL REQUIREMENTS

1. RAs must maintain enrollment as a full-time student at the University of Denver.
2. RAs are expected to maintain a cumulative grade point average of 2.5 or higher.
3. RAs may have up to 15 hours of extracurricular activities, field experiences, internships or other employment beyond the RA position. Requests to add responsibilities above and beyond 15 hours must be submitted for review and approval by a supervisor. Extensive evening/weekend activities or commitments will not be approved.
4. RAs must be available during the following times: Fall Resident Assistant Development Institute (RADI), Fall Opening, Winter Break Closing, Winter Quarter Opening, Winter Quarter Health and Safety Checks (completed at the end of the Winter Quarter), Spring Break (duty coverage everyday in each building) Staff Recruitment, and End of the Year Closing. These responsibilities require RAs to return to DU prior to the arrival of residential students and stay later than when most students depart from DU.
5. RAs work the front desk for six hours a week as a part of their room and board compensation, duties and responsibilities. Failure to perform desk responsibilities satisfactorily will result in employment action and/or termination from employment.
6. **RAs must attend weekly staff meetings on Tuesday nights from 7:30-9:30pm.**
7. RAs must be willing to accept other duties as determined and assigned by professional staff members of HRE.
8. Permission to leave campus for an extended period of time (i.e. vacation) during the academic year must be granted by a supervisor in coordination with other professional staff members.
9. No HRE employees are permitted to speak to the media, press, or parents in the official capacity of a RA for HRE or DU without permission from the Director of HRE.
10. Employment is for one academic year; however, continued employment throughout the year is subject to satisfactory performance. (RAs may apply to be rehired for a second year).

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1.1 Community Development and Individual Connections

1. Complete Resident Connections for each of your residents at the beginning of each quarter and when someone moves into your community mid- quarter.
2. Work with residents to ensure an environment that displays respect for the rights and privacy of others and promotes consideration of individual needs in a group living environment.
3. Foster an environment that respects and embraces diversity and celebrates differences within the community.
4. Foster relationships with individual residents by remaining accessible and approachable.
5. Have weekly individual contact with each resident in your community.
6. Conduct floor meetings at the beginning of the year and throughout the year as assigned.
7. Assist with conflict mediation among residents.
8. Provide informal peer counseling to residents by helping them to define and resolve academic and/or personal problems.
9. Serve as an information resource to residents about university services and events to help students become engaged in the wider campus community.
10. Consistently support residents' leadership opportunities and encourage student involvement within the halls and on campus.
11. RAs must be flexible and responsive to meeting the changing needs of the residence community.
12. Encourage residents to exercise responsibility through active participation in assisting with policy decisions, addressing disruptive behavior, mediating conflict within the community, and evaluating the residential education program.

1.2 Inclusive Excellence/Social Justice

1. Demonstrate an ongoing commitment to the principles of multiculturalism and diversity through training and development, programming, campus collaborations, and involvement and participation in university and departmental projects and initiatives.
2. Be a positive role model in all situations.
3. Be open and willing to discussing sensitive matters with care and respect.
4. Role model behavior that is consistent with HRE expectations, in and out of residence halls.
5. Treat fellow employees (residence life staff, housing operations staff, custodial staff, maintenance staff and other university employees) and students with courtesy and respect.

1.3 Responding to Student Behavior and Concerns

1. Inform supervisors promptly about actual or suspected illegal activity, students who may be a danger to themselves or others, and all other significant information.
2. Respect and maintain student and staff confidentiality, except in cases that may be dangerous to individuals and/or the greater community.
3. Address inappropriate behavior in an objective, consistent, and respectful manner.
4. Be responsible for thorough, timely, and accurate documentation of all violations of Guide to Residence Living policies and the University Honor Code.
5. Follow up with students who have violated policy.
6. Inform residents of the rationale for DU and HRE policies and procedures, including the potential consequences of violating them.
7. Follow all protocol and procedures for duty systems, including, but not limited to notification of administrator on call and Campus Safety.

1.4 Programs

1. Meet specific quarterly and yearly programming requirements. This includes planning, publicizing, implementing, attending and evaluating social events and educational programs.
2. Assess the needs and interest of residents through resident connection meetings and plan activities accordingly.
3. Collaborate with other RAs, on-campus resources/offices, and local community agencies to develop programs for each quarter.
4. Involve students in planning social and educational programs for the floor and residence hall.
5. Any use of alcohol and drugs will not occur at Housing and Residential Education sponsored events (i.e. retreats, programs, events, conferences, floor trips, etc.).

COMPETENCIES:

Integrity/Ethics:

1. Be responsible with keys and other property. RAs will be held responsible for inappropriate use of keys and for the costs associated with lost keys.
2. Respect the rights of others.
3. Be fair.
4. Be flexible.
5. Abide by University Sexual Harassment Policy. RAs are required to disclose to their supervisors consensual relationships with other staff members or residents.
6. RAs must not misuse their positions or University information for personal gain.
7. Support and implement the mission and goals of HRE and the University of Denver.
8. Convey a positive attitude towards the HRE department, the RA position and all associated duties and responsibilities.

Self Development:

1. Address concerns directly with the persons involved.
2. Return to campus approximately three weeks prior to the beginning of Fall Quarter for intensive training with other Housing & Residential Education staff members.
3. Participate in additional training and staff development days throughout the academic year.
4. Meet weekly for a one-on-one with your supervisor.
5. RAs will receive informal feedback from the supervisor and other professional staff members throughout the year.
6. Formal, written individual evaluations of the RA will be made at the conclusion of the Fall and Spring Quarters by supervisors through the PEDS system.
7. RAs will receive written evaluations from supervisors and from floor residents at scheduled times during the year.
8. RAs will receive formal written and/or verbal warnings in the case that job requirements are not sufficiently met. Continued failure to meet job requirements will result in employment action and/or termination from employment.

Teamwork/Engagement:

1. Approach all work with a positive attitude.
2. Attend and participate in weekly building staff meetings and other meetings called as necessary.
3. Participate in the check-in and check-out procedures prior to and at the end of Fall Quarter, at the end of Spring Quarter, and other times during the year when residents arrive late or leave early.
4. Work six hours per week at the front desk.
5. Complete paperwork and administrative assignments in a timely manner.
6. Complete incident reports accurately and in a timely manner.
7. Report maintenance and custodial problems immediately.
8. Complete checks of the occupancy of your floor as assigned.

9. Participate in duty system. The RA must be on campus and in the building by a specified time, available at all times when on duty, and must conduct community walks as assigned.
10. Consult with and support other staff members as needed.
11. Maintain open, honest communication with the supervisor, students and other staff members.
12. Be a productive and positive member of the staff team comprised of the RD, GRD, RA, DA, Custodial and Maintenance personnel in your building.
13. Assist the custodial, maintenance, and other HRE staff in providing a clean, efficiently operated and well-maintained environment. Help promote respectful understanding of the responsibilities of both the residents and HRE personnel.
14. Support staff members and staff decisions in a professional manner.

EMPLOYMENT AGREEMENT

We are pleased to confirm your appointment as a Resident Assistant at the University of Denver for the 2016-2017 academic year. Please read the following agreement. Failure to meet any of the items below could result in disciplinary action, up to and including termination from the Resident Assistant position.

1. You are expected to be familiar with and satisfactorily fulfill all the responsibilities of the position as defined by this agreement, Housing and Residential Education and University policies, training and development activities, and you're Graduate/Resident Director. You will be expected to abide by any changes in policies and expectations during the course of your appointment.
2. You are expected to be available each academic quarter (fall, spring and winter) from before hall opening through the hall closing, including any vacation periods.
3. You are expected to support, enforce, and abide by all University regulations and policies. There is no immunity from irresponsible behavior, no matter what your age, whether on or off campus.
4. As a Housing and Residential Education staff member you will be regarded as a leader and role model to the members of our community. In addition to addressing the alcohol and drug policies, as a role model, you are expected to abide by our policies. Illegal possession or use of alcoholic beverages or drugs is prohibited. Staff, regardless of age will not consume alcohol with residents who are not of legal age.
5. Staff members must remain alcohol and/or drug free when performing in ANY and all capacities of the RA job, including but not limited to: duty, working desk hours, performing other job-related duties, or responding to campus emergencies. Staff members who are intoxicated and are unable to perform any and all job responsibilities will not return to the residence halls.
6. Sexual harassment in any form is prohibited. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when submission to advances is a condition of a person's continuing status, or when submission to or rejection of the conduct is used as the basis for a decision affecting the person. Sexual harassment also exists when such conduct has the purpose or effect of interfering with a person's work or academic performance, or of creating an intimidating, hostile, or offensive environment.
7. Although as an RA you have primary responsibility for a particular floor, you are also a University staff member with broader responsibilities within your hall and the campus community. You cannot, therefore, disregard or disassociate yourself from the incidents or situations that develop in the hall, on-campus, or off-campus that could be interpreted by others as University related.
8. As a Resident Assistant, you will be regarded as a role model by many people, so you should always conduct yourself in an honest, conscientious and professional manner.
9. If you are terminated from your RA position or you leave your position for any reason, you will lose your housing and meal plan that is provided to you as compensation for the RA position. If you are a 1st or 2nd year student and leave the position for any reason you will need to make arrangements to live on campus until your 2 year live on requirement is fulfilled. In addition, you may not live in the building where you were an RA.

