

GENERAL EXPECTATIONS

The role of the Resident Advisor is a diverse one and requires significant personal commitment. Its purpose is to assist students in their personal and academic development, including aiding the University in overall operation of the Residence Life Program. The position includes opportunities and responsibilities that lie in the areas of staff cooperation and leadership; interpersonal skills; peer leadership; administrative skills; personal development.

A Resident Advisor assumes overall responsibility for the management of a corridor or residential area with approximately 30-80 students. They serve as a liaison between students and the University. The primary responsibility of a Resident Advisor, after their academic work, must be to the RA position. Therefore, not more than ten hours per week of other employment, whether on or off-campus, may be accepted and must be reviewed and approved, in advance, by the Assistant Dean of Students/Residence Life. A Resident Advisor is also expected to gauge the amount of co-curricular activities they accept in order to properly fulfill expectations of the position. In this context, a Resident Advisor is also expected to maintain a minimum cumulative G.P.A. of 2.50.

As an employee of the University and member of the Student Affairs staff, a Resident Advisor reports directly to an Area Director who in turn reports to the Assistant Director of Residence Life (or their designee). As such, a Resident Advisor is expected to keep the Office of Residence Life, and their immediate supervisor, well informed on matters pertaining to student life in their designated residence area.

As an important peer leader, a Resident Advisor is expected to set a positive, constructive example through their own conduct and lifestyle. At all times, behavior must be consistent with expectations as defined in the Residence Life Resident Advisor Expectations, Student Handbook and Student Conduct Code.

MAJOR RESPONSIBILITIES

A) STAFF COOPERATION AND LEADERSHIP

1. Work consistently towards the fulfillment of Residence Life goals and objectives. This includes, but is not limited to, learning-based initiatives and service oriented training, programming and responsibilities.

2. Conduct yourself as a productive staff member, maintaining a positive attitude towards the position and Residence Life program.
3. Develop effective communication skills and work cooperatively with your Area Director and fellow staff members.
4. Support decisions and actions of other staff members. Address concerns in private, in a timely manner, and with assistance as appropriate.
5. Participate fully in staff development opportunities.
6. Accept and provide staff with timely feedback and information.
7. Actively participate in weekly staff meetings and floor/area meetings.
8. Work cooperatively with University support services and staff: Student Affairs, Public Safety, Facilities Management, Housekeeping, Counseling Services, etc.
9. **Participate in special events and programs (i.e., Open House, Commencement, Accepted Students Day).**
10. Direct concerns, questions, and/or problems to the appropriate individual(s). Resolve conflicts in a professional manner.

B) INTERPERSONAL SKILLS

1. Develop positive relationships with individuals.
2. Demonstrate acceptance and openness for others' values and lifestyles.
3. Present yourself in an approachable manner to students, staff and peers. Assist as appropriate and according to guidelines and expectations defined through staff training.
4. Respect the need for confidentiality, while sharing appropriate information with the Area Director and other University personnel, as warranted.

C) PEER LEADERSHIP

1. Establish personal contact and rapport with individual residents and serve as a communicator and liaison between residents and the University.
2. Implement strategies geared toward developing a positive community.
3. Know residents personally, and assist them in getting to know each other.
4. Understand your role as an educator.
5. Facilitate the implementation of the residential curriculum through execution of the lesson plans provided. Collaborate with fellow Resident Advisors and your Area Director to achieve this goal.
6. Provide assistance and/or referral as needed; within limits as defined in training.
7. Encourage and promote responsible behavior and decision-making on the part of all residents.
8. Confront inappropriate behavior tactfully, in order to provide meaningful accountability, learning opportunities and personal growth.
9. Assist Head Resident Advisor in the development and functioning of your building/area's Hall Council.
10. Be aware of your behavior as a student leader and role model. You represent Western New England University and the Office of Residence Life. Your actions/behavior should always be consistent with your responsibilities as a Resident Advisor.

D) ADMINISTRATIVE SKILLS

1. Submit written reports when required and requested, including, but not limited to room inspection/check-in and check-out sheets, incident reports. Post materials (fliers, announcements, etc.) regularly on bulletin boards or in other designated locations in the residential area.

2. Conduct routine inspections consistent with the development of an environment that is conscious of safety and security.
3. Work with residents in minimizing vandalism and damage to University and residence hall property. Provide the Residence Life Office with information to assist with damage assessment (individual or group billings).
4. Collect and distribute keys during opening and closing of the academic year.
5. Report to, and meet regularly with, the Area Director assigned to your area.
6. **Return early and remain late through housing opening and closing of each semester; assist with the securing of individual rooms and apartments when classes are not in session. This also includes assisting with the University's Commencement activities in May.**
7. Have a thorough knowledge and ability to execute emergency and safety procedures and regulations (according to standards provided through the training program and guidelines).
8. Assume duty on week nights and weekend duty on a rotating basis with other staff members. Be available for additional duty when necessary, i.e. special events, problem periods, etc. Be responsible for an office/area master key and other University property (two-way radio, flashlight, and area cell phone).
9. Promptly follow up on residents' concerns and/or requests for information.
10. Assist with the evaluation and selection processes of the total residence hall program.

E) PERSONAL DEVELOPMENT

1. **Participate in all training programs (Fall, Winter, Spring and in-service) designed to develop and strengthen such skills as communication, assertiveness, confrontation, crisis intervention/referral, values clarification, etc. Training may include reading and writing assignments.**
2. Develop a set of personal and professional goals; work consistently towards attainment of these goals.
3. Participate openly in the staff evaluation process, particularly your own self-evaluation and assessment by your Area Director.
4. Be open to and seek out opportunities that will allow you to learn and grow as a Resident Advisor (i.e. participating in a departmental committee).
5. Be aware of your needs (leisure, academic, physical and social). Balance these personal needs with your responsibilities as a Resident Advisor.
6. Continually examine your skills as they relate to good human relations: The degree of acceptance of self and others, clarifying one's values, being accountable for one's actions, etc. Work for personal development and improvement.

The Resident Advisor position at Western New England University is normally an appointment for a full academic year, including time commitments for preparatory training and commencement.

Compensation includes room and a specialized board plan for the academic year for individuals assigned to residence areas with mandatory meal plan participation. Individuals assigned to the apartment and townhouse complexes receive room and approximately 75% of the board fee as compensation.

PLEASE NOTE: any financial support provided by the University may be affected by the compensation (partial or in full) of room and board. Please confer with your Client Service Representative in Student Administrative Services for more information. As an employer at will, this position may be terminated upon decision of the University or Resident Advisor themselves. Such termination, in writing, shall normally be

with a minimum of fourteen days advance notice. Termination for cause by Western New England University shall be effective immediately. In addition, if termination occurs, residency may be revoked.

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