

Resident Assistant Competencies

2016-2017

Community Development

- RAs will be able implement opportunities to engage residents
- RAs will build awareness of personal identities and the identities of others in order to create an inclusive environment
- RAs will build positive, open relationships with students in the community within the first six weeks of the semester (i.e. learn names, personal information and build 1:1 relationships)
- RAs will encourage ownership and investment of the residents in the community
- RAs will know resources on campus and be able to make appropriate referrals to other campus offices that can assist in the student's well-being and success at Appalachian State University

Conflict and Crisis Management

- RAs will appropriately confront bias related behavior
- RAs will know and understand the contents and rationale of the *Code of Student Conduct* and the *Residence Hall License Contract*
- RAs will practice helping skills to supports students
- RAs will practice proper protocol for crisis response
- RAs will understand methods of confronting, documenting, following up with, and/or mediating any incidents that may affect the wellbeing of the community

Professionalism

- RAs will acknowledge and support the role and mission of University Housing at Appalachian State University
- RAs will complete all administrative responsibilities
- RAs will establish and maintain relationships with other University Housing staff
- RAs will maintain a high level of ethical standards and positive attitude
- RAs will practice appropriate written, non-verbal, and verbal communication skills
- RAs will recognize the importance of and demonstrate confidentiality

Leadership Development

- RAs will acquire skills for maintaining balance between their academic, professional and personal responsibilities
- RAs will be able to connect students to other campus offices that focus on the development of leadership skills of residents
- RAs will participate in continued professional development activities
- RAs will recognize the importance of being a positive role model as a leader on campus
- RAs will understand the value of teamwork and staff development

Inclusivity

- RAs will advocate for under-represented populations in their community
- RAs will be able to distinguish and respond appropriately to behaviors that infringe on human dignity
- RAs will examine their own personal identities
- RAs will foster a community that promotes a sense of belonging, support and affiliation
- RAs will promote a positive use of language (spoken and written) and a positive use of symbols to create healthy living environment