



Resident Assistant Position Description

2020-2021

Overview of Position

The Resident Assistant (RA) is responsible for a floor or living area within a residence hall at Appalachian State University. As the front-line University Housing staff member in their assigned area, the RA is responsible for serving as a positive role model, mentor, and guide for approximately 40-60 residents. The RA is responsible for facilitating a cooperative and considerate community environment. To achieve this goal, the RA is expected to initiate relationships with residents, assist in the facilitation of the residential learning plan, encourage participation in hall programs, and inform residents of University and departmental policies. In addition, the RA assists with the personal and academic concerns of students, mediates interpersonal conflicts, and serves as an information resource.

Responsibilities

The specific responsibilities of the Resident Assistant are numerous and varied. The following is a list of the types of responsibilities and expectations for students serving as RAs at Appalachian State University.

Residential Learning Plan

- ✓ Assist residents in the adjustment to the University community.
- ✓ Be visible, accessible, and available to residents throughout the week, particularly evenings and weekends.
- ✓ Implement and facilitate Residential Learning Plan (i.e. floor meetings, App Chat 1:1s, bulletin boards) to cultivate personal development, responsible citizenship, and student engagement with residents and in the community,
- ✓ Build positive, open relationships with students in the community and maintain through on-going contact.
- ✓ Create opportunities for students in the assigned living area to share their experiences and identities.
- ✓ Encourage residents to become acquainted with and care about others in the assigned living area.
- ✓ Serve as an information resource and make appropriate referrals to housing staff and other campus offices.

Conflict and Crisis Management

- ✓ Actively confront and document students who fail to comply with University or Housing policies.
- ✓ Know and understand the contents and rationale of the *Code of Student Conduct*, the *Residence Hall License Contract*, *Staff Manual*, and the *Crisis Management Manual*. All documents are made available to staff.
- ✓ Maintain the safety and security of the assigned residence hall and report safety concerns to supervisor.
- ✓ Mediate conflicts among and between residents, educating about the importance of cooperation and compromise.
- ✓ Share duty coverage with staff team members.
- ✓ Serve as the first level of intervention in crisis situations.

Inclusivity

- ✓ Actively confront students who violate the rights of other residents.
- ✓ Appropriately address all bias-related comments and/or behaviors in the community.
- ✓ Develop an atmosphere that promotes a sense of belonging, support and affiliation.
- ✓ Develop and utilize skills to work with diverse student populations.
- ✓ Learn ways to advocate for the needs of all students.
- ✓ Maintain sensitivity to different perspectives and identities.

Leadership Development

- ✓ Act as a positive role model at all time (both on and off campus).
- ✓ Attend and complete all staff training including, but not limited to Fall and Spring Trainings, Area Time, etc.

- ✓ Attend one-on-one supervision meetings and weekly staff meetings.
- ✓ Assess students for and promote the development of leadership skills.
- ✓ Encourage resident participation in Hall Council and RHA.

Professionalism

- ✓ Become a part of and support a team that equally serves the needs of residents and the department, including the mission, vision and core values.
- ✓ Communicate consistently, effectively and efficiently with fellow University Housing staff members.
- ✓ Complete all administrative responsibilities as assigned by supervisor and/or other Housing staff.
- ✓ Establish and maintain open working relationships with other University Housing staff including, but not limited to housekeepers, maintenance personnel and Central Office staff.
- ✓ Maintain a high level of ethical standards and a positive attitude while serving as a University employee.
- ✓ Monitor and maintain a professional online presence (e.g., Facebook, Twitter, Instagram, SnapChat, etc.).
- ✓ Provide customer service and assistance with preparing and completing openings (August, January) and closings (December, May) of the residence halls.
- ✓ Recognize the importance of and demonstrate confidentiality.

Residential Learning Community RAs

RAs who work with Residential Learning Communities (RLCs) are asked to complete some additional responsibilities and hours to assist in the programmatic support of the RLC.

Senior RA (SRA)

SRAs work directly with a Coordinator to complete some additional tasks and hours. SRAs assist the Coordinator with hall and residential community operations and responsibilities.

Miscellaneous

- ✓ Other duties may be added to this job description at any time, per the discretion of University Housing.