

RESIDENT ADVISOR (RA)  
OFFICE OF RESIDENCE LIFE



**Title:** *Resident Advisor*

**Location:** *Residence Hall, as assigned*

**Pay Rate/Class:** The Resident Advisor compensation package includes free housing, free meal plan, and a semester stipend of \$750 distributed during the fall semester and \$650 during the spring semester

**Student Affair Employment Program**

This program empowers students to reach their full, potential in preparation for the workforce by developing practical and professional skills.

**Student Learning Outcomes for this Position Include:**

- Provide excellent customer service, anticipating and listening to customers' needs
- Develop the ability to prioritize multiple tasks and complete assignments in an efficient manner
- Demonstrate effective problem solving and analytical skills
- Develop ability to analyze situations and respond appropriately
- Take initiative to proactively resolve issues and problems
- Develop excellent interpersonal communication skills
- Use effective listening skills
- Understand and follow established policies, processes and procedures
- Help to foster an inclusive work environment
- Present a positive and enthusiastic attitude
- Understands how to use departmental technology as assigned
- Demonstrate professional written and verbal communication
- Demonstrate professionalism including reliability with attendance, punctuality, and quality of work
- Work well with others and resolve conflicts successfully

**Qualifications:**

- All undergraduate student candidates must have a minimum 2.5 overall GPA at the time of application and must maintain a semester and overall GPA of 2.5 or the duration of employment. Graduate students must have and maintain a minimum 3.0 GPA at the time of application and during employment.
- Students entering graduate school must be accepted and matriculated into their graduate program by January 1<sup>st</sup> for a spring hire and June 1<sup>st</sup> for a fall hire, to remain in their position.
- Undergraduate candidates must have a minimum of 30 credits at the time of employment, 40 credits preferred (a minimum of 12 credits earned at SCSU). Graduate candidates must have a minimum of 9 earned credits at the time of application and 18 credits at the time of employment (or meet the minimum credit requirements as an SCSU undergraduate student).

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- Preferred for candidates to have lived in an SCSU residence hall for a minimum of one semester at the time of application.
- Completion of an online application and submission of two reference requests. All candidates must successfully pass a background check as a condition of employment.
- Candidates must be enrolled as full-time matriculated student at SCSU and eligible to live on campus.
- Successful candidates cannot hold roles as a Resident Advisor, Orientation Ambassador and a Peer Mentor simultaneously. Only two of the three aforementioned leadership positions can be held at the same time.

### Preferred Skills:

***The RA position requires that students are able to balance their role as a student and an employee and make good academic and personal decisions. Successful candidates must be able to demonstrate previous relevant experiences and have the potential to continue to develop knowledge and skills in the following areas:***

- Consistent display of maturity, good judgment, conflict resolution, and a willingness to accept responsibility. Individuals must be able to demonstrate that they respect and follow federal, state, and local laws as well as abide by university and residence hall policies
- Positive work habits including the ability to balance multiple responsibilities, complete tasks as assigned, demonstrate general timeliness, remain available and approachable to a diverse audience of students, and work successfully with a team
- Exhibit behaviors of a successful college student including: successful academic work habits, a positive attitude toward learning, and engagement in collegiate life
- Demonstrate awareness and openness to learning about establishing relationships and/or working in teams with diverse individuals
- Establish that they can successfully develop a positive floor community, lead group discussions, create and execute group activities, mediate conflict, respond professionally to behavioral concerns and incidents, and participate in decision making

### Position Description:

#### **Resident Advisors (RA) provide leadership for a residence hall floor community in two styles of living:**

Chase, Farnham, Hickerson, Neff, West, and Wilkinson are composed of primarily first- and second-year students. In these communities, RAs are responsible for providing personal and academic support to students and for helping new students gain leadership skills and become involved in university activities. RAs are members of a staff team that responds to student, building, and campus emergencies; provides residence hall coverage; and implements community, social, and educational programs.

In Brownell, North Campus, and Schwartz, RAs work individually and as members of a staff team to support upper-class students living in suites and apartments. They are responsible for providing personal and academic support to students; initiating social and community programming; and implementing educational workshops for upper-class students. RAs initiate activities and services that support students preparing for the challenges of upper-class student status and graduation.

The RA position is a para-professional position that offers a unique opportunity to develop skills and behaviors that will become valuable in a wide range of fields. Training, employment expectations, and supervision are designed to provide staff members with experiences that will assist them as they transition to professional work experiences.

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### **Job Duties:**

#### *Support for Students & Personal Role Modeling*

- Assist students with personal concerns
- Aid new university students with their transition to Southern Connecticut State University
- Provide leadership by making choices reflective of a positive academic and personal role model
- Offer assistance to students by identifying and utilizing campus resources
- Adjust personal schedule to be visible and available for students during the evening hours
- Maintain confidentiality of student information and educate students regarding their expectations and limitations in reporting confidential information

#### *Participation in Hall Duty Coverage & Availability within the Community*

- Resident Advisors will participate in regular duty rotation beginning at 8:00 PM and ending at 8:30 AM each weekday and 8:00 PM – 8:30 AM on weekends, holidays, and during break periods. A minimum of 2 Resident Advisors per building will conduct rounds, provide front desk coverage (8:00 PM – 2:00AM), respond to student and building incidents, and report occurrences to full-time staff/graduate intern on duty.
- Participate with other staff members in duty coverage including:
  - Participating in an equitable duty schedule with other hall Resident Advisors for each academic semester
  - Remaining in the building during evening duty shifts (8:00 PM – 8:30 AM) and ensuring that there is appropriate coverage (2 Staff members)
  - During weekend duty from 8:00AM-8:00PM there are 2 staff members on for the weekend. During the hours of 8:00AM-8:00PM, 1 staff member always has to be in the building, the other staff member can be on campus, with the ability to respond back to the building in the case of an emergency. Both staff members need to be back in the building from 8:00PM-8:00AM.
  - Being available to respond to all student and community concerns during scheduled duty shift
  - Ensuring that appropriate coverage is in place for all requested duty shift changes
  - Remaining free of alcohol or other illegal or misused substances during duty shifts and 12 hours prior to each scheduled duty shift
  - Providing support for early return, late departure, and break duty coverage as needed
- Maintain visibility and engagement in the community on a consistent basis by:
  - Ensuring that additional work and leadership commitments do not interfere with work responsibilities
  - Maintaining a regular presence on the floor and in the community
  - Participating regularly in building programs, events, Hall Council meetings, and occasionally participating in campus programs, and RHA events and/or meetings
  - Participate in campus wide events – Open House, Accepted Student’s Day, Homecoming, Hall Olympics, Spring Weekend, and Week of Welcome.
  - Maintaining visibility most weekends by remaining on campus.

#### *Community Development*

- Educate community members regarding their rights and responsibilities as members of a floor, hall, and campus community
- Contribute to the establishment of community expectations for acceptable behavior within the community including quiet hours, cleanliness, respect, and involvement
- Assist community members with resolving conflicts appropriately.
- Facilitate regular floor/community meetings to provide information and revisit community norms and standards.
- Provide one on one conversations with residents on a regular basis through our program model.

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### *Educational and Social Programming*

- Initiate the development of educational, social, and passive programs with the following considerations:
  - Develop and execute a programming plan for educational, social, and passive programs for each semester, this is a total 5 programs a semester. Complete Owlchats, which are one on one, planned, conversations with residents.
  - Assist in the planning of your buildings ALL Hall program, Friday night program and Week of Welcome program.
  - Passive programming and education information include – bulletin boards that are changed monthly along with resident door tags.
  - Implement programs that meet the needs and interests of residential students
  - Provide programs that reflect the diversity of the residential student population
  - Meet established timelines for marketing, funding, and reserving space for programs
  - Plan programs that consider the safety and well-being of all participants and the residential community
  - Utilize appropriate department, university, and local resources with the prior approval of your supervisor

### *Response to Student Behaviors and Incidents*

- Recognize, respond to, and report violations of the Student Code of Conduct, the Residence Hall Agreement, and federal, state, and local laws
- Resident Advisors are members of the Residence Life Emergency Response Staff and are expected to assist as directed by Residence Life supervisor staff, University Police, University Administrators, and local, state, and federal officials.

### *Administrative Management, Communication, Meeting, & Training Expectations*

- Manage the posting of information for students to review within the community
- Complete all reports, records, and evaluations in a timely manner and as requested
- Facilitate the completion of monthly health and safety inspections
- Assist with scheduled and unscheduled fire alarms and other safety drills
- Aid the Hall Director with the management of building keys and inventory
- Participate in the completion of regular duty coverage
- Assist with reporting facility concerns and addressing vandalism, damages, or safety concerns as directed
- Fulfill responsibilities during building opening and closing (check-in/out, room inspections, and communication of information)
- Support the department with completing surveys, soliciting student feedback, and participating in university events
- Contribute to the management of housing information (student moves, housing assignments, and special housing needs)
- Communicate appropriately with supervisor about the welfare, interests, and needs of students including student incidents, behavior concerns, and academic difficulties
- Attend and participate in all scheduled, ongoing meetings and training including but not limited to the following:
  - Weekly meetings with your supervisor (One on One's)
  - Weekly staff meetings with team members
  - Pre-semester training- August and January
  - RA in-service training during semester
  - Emergency meetings and training as determined appropriate
  - Participate in Hall Council Meetings

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- Display appropriate and effective communication with students, colleagues, supervisors, guests of the university, and others in the university community while completing work responsibilities. Appropriate behaviors are expected of the staff member at all times.
- Perform other duties and responsibilities related to those specified above which do not alter the basic level of responsibility of the position.

### **RIGHTS & RESPONSIBILITIES:**

#### *Professional & Personal Development*

- Actively participate in all scheduled department and in-hall training. Staff members are responsible to be in attendance at all training and supervision meetings. The Office of Residence Life does **NOT** excuse staff members from training for university athletic commitments, other work obligations, or family vacations
- Address with supervisor time commitments, conflicts, and difficulties in meeting position expectations **PRIOR** to the expected commitment
- Participate in supervisor-led performance evaluation and community feedback opportunities during each semester of employment (2 a semester).

#### *Time Commitment*

RAs are expected to give the RA position priority over all other non-academic activities. RAs must receive prior approval from their direct supervisor and the Associate Director of Residence Life for Residential Education and Community Development before committing to any significant responsibilities that require time away from the hall community (part-time work on/off campus, student leadership positions, university athletic team memberships, community service).

- The sum of part-time work (on- or off-campus) and paid student leadership positions **CANNOT** exceed 20 hours per week
- First-year staff members are **NOT** permitted to hold internships or student-teach during the contract period. Contract period is a semester to semester basis and start and end dates are listed in all hire letters.
- Returning staff members intending to complete internships or student teaching responsibilities during the contract period must notify the department **PRIOR** to committing to the Resident Advisor position

#### *Staff Placement*

- Staff members are notified of hall placement shortly after being hired. The Office of Residence Life reserves the right to adjust hall and floor placement as appropriate
- Staff members are placed based on their skills, experiences and the needs of the residence hall communities

#### *Training*

- All position offers are contingent upon successful completion of training requirements, which include:
  - Successful completion of training for the spring and/or fall semester (after immediately being hired/renewed) this could include, but not limited to, various in person and online trainings (RA 101, Blackboard, Collaborative Leadership Training, etc...)
  - Up to approximately 100-150 hours of training between August and January and includes any online training and in-services.
  - Completion of all employment information and requirements
- RAs will return for training in early August and mid-January and are committed to **ALL day** training with **evening sessions** till the start of classes. Dates for training requirements will be listed in the offer letters.
- Inability to meet these requirements may lead to the RA offer being rescinded.

### **FINANCIAL ASSISTANCE AGREEMENTS MAY AFFECT FINANCIAL AID AWARD:**

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The federal government requires the University to monitor all the resources available to a student who receives federal financial aid. If you have applied for or are receiving a Perkins Student Loan, Supplemental Grant, Work-Study job, or a Stafford Loan, those sources of aid may be affected if you become a resident advisor. Aid applicants should check with the Financial Aid Office before accepting a resident advisor position, or any other part-time job to determine what financial aid adjustment, if any, might be necessary.

**How to Apply:**

Applications should be submitted electronically using the MyHousing Portal. Questions or concerns should be forwarded to the Office of Residence Life:

Schwartz Hall, Room 105 / 320 Fitch Street  
New Haven, CT 06515  
P: (203) 392-5870 / F: (203) 392-5867

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