Departmental Expectations for Resident Assistants 2016-2017

Resident Assistants (RAs) are held to a high standard and are expected to consistently uphold the duties of their position. This document outlines departmental expectations of the position. Additional expectations will be shared by your supervisor(s) and/or Living-Learning community partners during the Resident Assistant Leadership Institute (RALI) in August to address staff-specific or community-specific needs. Staffs are encouraged to set expectations for one another, including peer-to-peer and RA-to-supervisor.

We believe an intentional residential experience is transformative. RAs play a key role in creating and shaping environments that contribute to the resident experience.

The resident experience is facilitated through the learning goals of the Residential Experience Model (REM). RAs should get to know residents individually and establish appropriate relationships with them in order to provide the best experience not only for the community but for each individual resident.

**Encouraging Self-Exploration:**

- RAs assist in the personal development of residents. This includes understanding the needs of specific student populations but also developing an understanding of a particular resident’s needs.
- RAs should be aware of and work to connect residents to appropriate resources that will assist in their success at Clemson University (and beyond).
- RAs will help and assist residents with concerns, and follow up with CARE or crisis situations, as appropriate or as directed.
- RAs should encourage residents to explore individual interests and passions. This includes promoting opportunities to engage in organizations, events, etc. in the Clemson community.
- RAs will articulate their own identities and be able to speak to others across areas of social identity. RAs should encourage dialogue around the area of social identity in their community.
- RAs will live in congruence with their espoused values and encourage residents to do the same.

**Creating Opportunities for Living in Community:**

- RAs encourage interactions among community members and provide opportunities for residents to connect to one another.
- RAs understand how to mediate roommate conflicts and work with residents to achieve mutually beneficial resolutions.
- RAs assist in maintaining the physical space of the building by encouraging residents to care for the community and reporting maintenance issues as they occur.
- RAs are responsible for holding residents accountable to the Code of Conduct, Housing contract, and local, state, and federal law. Incident reports should be completed in the appropriate timeframe.
- RAs create and maintain environments that promote mutual respect among residents. RAs should report bias incidents.
- RAs assist in maintaining a safe community for all residents in residential communities. RAs will know and explain all safety and emergency standards and procedures to all residents who reside in the community.
- RAs are responsible for serving in a night and weekend on-call capacity. RAs will be provided with crisis training that must be utilized in order to respond to emergency situations that may occur in the community.
- RAs are provided with a meal plan to be utilized as a tool in fulfilling their RA responsibilities. This includes, but is not limited to: eating with residents in the dining halls, attending or hosting events in the dining halls, bringing faculty in for meals with students, providing secret shopper feedback to dining services, etc. **RAs are required to complete a dining survey at least once per month.**
Facilitating Environments for Intellectual Engagement:

- RAs are academic role models. RAs are encouraged to utilize academic services and resources for their personal success.
- RAs assist in the academic development of residents. This includes creating environments where residents can be academically successful and providing specific referrals based on resident’s needs.
- RAs should encourage residents to engage in opportunities to use problem-solving skills.
- RAs should engage with faculty and academic partners within the community to create environments where residents and faculty can interact outside of the classroom.

Engaging in Global Citizenship:

- RAs are leaders in their communities and should encourage leadership development in residents.
  - RAs actively support RHA/NRHH by attending meetings, events, etc. RAs are expected to submit Of the Months (OTMs) per NRHH requirements.
- An RA must demonstrate a commitment to social justice through interactions with residents.
- RAs should engage in sustainable practices supported by Residential Life and empower residents to do so.

Resident Assistants are expected to maintain a high standard as role models:

- RAs will role model Clemson core values of integrity, honesty and respect.
- RAs adhere to the Clemson Code of Conduct and Housing Contract.
- RAs will portray themselves appropriately through online personas, i.e., through use of Facebook, Twitter, blogging, and other social media outlets. Inappropriate behavior and/or poor representation of the department through social media will be addressed by a supervisor.
- RAs will be trusted with confidential information. RAs are expected to be ethical and show integrity with the use of confidential information.

Administrative Responsibilities:

- RAs work with their staff team and supervisor(s) to oversee the opening of the residential community prior to the start of the fall and spring semesters, as well as closing of the residential community at the end of fall and spring semesters. RAs will check in/out residents, complete room inspections, work the community desk, and complete other tasks as assigned.
- Each Resident Assistant is required to work 3 hours per week at a community/area desk. If the hours at a particular community desk are full, an RA will be assigned permanently to another desk to complete their assigned hours.
- RAs will keep open communication with the Graduate Community Director and/or Community Director and Assistant Director including, but not limited to, returning phone calls promptly, checking office mailbox and email daily, and maintaining a voicemail system. Open communication also means regularly informing supervisor(s) of incidents, concerns and solutions related to the community and its residents.

Expectations Regarding Staff Time Commitments

- RAs may register for up to 18 academic credit hours per semester. RAs who need to register for more than 18 credit hours a semester should consult with their supervisor and academic advisor for approval.
- RAs must discuss extracurricular involvement with a supervisor. RAs are encouraged to extend their leadership in many ways, but we wish to ensure that all RAs are engaging in good time management.
- University policy currently states that students may not work more than 28 hours per week. Your Housing position will be your primary employment and all expected hours will need to be allotted for this position.
before other work for pay can be considered. Please be reminded that secondary work for pay (on or off campus) should only be taken in consultation with your supervisor.

- Supervisors should be consulted in the event that an RA plans to do a co-op or internship, or is student teaching, or doing nursing clinicals to address time in and out of the community, availability to residents, and overall management of tasks. Having a co-op, internship, student teaching, or nursing clinical while in the RA position must be **pre-approved**.

- RAs will follow all dates of employment as listed in the Employment Agreement and Community Operational Dates.

- Approved time away (time away is minimally defined as any time that you do not plan to sleep in the building) must be granted by your supervisor. Approval processes may vary from supervisor to supervisor, but all communities are required to maintain half-staff requirements. Please see your supervisor for more information regarding how to submit time away requests.

- Staff should wear appropriate attire, when completing specific job tasks, that attends to professionalism and safety. RAs should wear proper footwear when working at the community desk and while completing community walks. RAs should also appropriately identify themselves in their role during these instances, as well as while completing opening and closing functions of the building. This may include wearing a particularly assigned shirt, nametag, etc.

**Other duties as assigned:** RAs may be required to complete additional tasks and/or responsibilities at the discretion of the department or the supervisor.