



Resident Advisor Position Description

Residence Life and Housing
Winston Salem State University

Overview of Position:

The Resident Advisor (RA) position provides students the opportunity to be leaders and role models on their floor, in their residence hall community, and on the Winston-Salem State University campus. RA's are expected to help develop a residential community that fosters collaboration, accountability, responsibility, service, and leadership. In order to achieve this goal, RAs are expected to initiate relationships with residents, encourage participation in floor and hall programs, and ensure that residents understand and abide by University policies.

Qualifications:

In order to maintain Resident Advisor (RA) status, applicants must meet the following qualifications from application submission until the end of employment:

- Successful completion of a background check, administered by the University
- Completion of at least 2 full academic semesters (24 credits) at Winston-Salem State University
- Maintain full-time enrollment status with a minimum of 12 but no more than 18 credit hours per semester without prior approval from the Hall Director and/or Area Coordinator.
- Maintain a 2.50 cumulative **and** semester grade point average or above per semester
- Be and remain in good standing with the University as well as Housing and Residence Life

Roles and Responsibilities:

Each RA is expected to dedicate approximately 20 hours per week to the RA role, with additional hours expected during residence hall openings and closings. RA's may also be required to remain on campus and work during special weekends, including, but not limited to, finals week, RA Selection Week, Homecoming, and major sporting events. RAs are trusted with a wide array of responsibilities. Listed below are examples of the type of responsibilities and expectations for RAs at Winston-Salem State University. This is not an exhaustive list.

A. Team Member and University Representative:

- Become a valued member of the team by treating others with respect and working to uphold the mission, vision, and values of the University and Department.
- Maintain strict confidentiality and sensitivity with all student information.
- Establish and maintain working relationships with all members of the residential community, including housekeeping and maintenance staff.
- Maintain a high level of ethical standards and always display a positive attitude
- Provide exceptional customer service to all residents, especially during periods of opening (August and January), closing (December and May) and any room changes that happen throughout the year

B. Community Builder, Programmer, and Educator:

- Assist residents in adjusting to the living area and campus community.
- Maintain a high level of visibility and availability to the residents of the floor and building
- Build positive and long-lasting relationships with residents through frequent personal contact
- Act as an information resource on the floor and in the residence hall.
- Encourage residents to become acquainted with and care about others in their community
- Plan social, educational, and informal programs and bulletin boards that adhere to the needs of the residents in the community.

C. Conflict Manager and Policy Enforcer:

- Share in emergency duty coverage in your residence hall.
- Maintain the safety and security of the assigned residence hall and report concerns to a supervisor
- Hold students accountable to the University conduct code and the Residence Hall Guide for Student Living.
- Respond to and accurately document policy violations in a fair, professional, and consistent manner.
- Respond to any situation needing attention, even if "off duty" or in another residence halls

D. Social Justice Advocate:

- Create a community that is open and inclusive to all, regardless of race, ethnicity, socio-economic status, religion, ability, gender, sexual orientation, or age.
- Appropriately confront and address all bias-related incidents and comments in the community
- Develop and utilize skills to work with diverse student populations
- Become a social change agent in order to support and advocate for students of diverse backgrounds
- Promote sensitivity for and appreciation of differing perspectives and identities

E. Leader:

- Act as a positive role model for your residents, the Department, and the University both on and off campus.
- Attend all meetings and trainings scheduled by the Hall Director and/or Department
- Promote the development of leaders in your community through encouragement to be involved on campus.
- Encourage resident participation in Hall/Area Council and RHA (Residence Hall Association)
- Empower others to be responsible and engaged citizens in the community.
- Develop strong sense of time management, including how to successfully integrate academic, professional, and social responsibilities

F. Administrator:

- Maintain 6 hours/week at the security desk in your residence hall.
- Perform administrative duties in a thorough and timely manner, including, but not limited to, occupancy reports, damage billing, surveys, and reporting of maintenance issues.
- Be flexible with your time and willing to adapt to frequently changing schedules.
- Participate in RA selection, training, and other departmental initiatives as assigned.
- Update Hall Director of any concerns and/or issues on your floor or in the building in a timely, accurate, and professional manner. This includes, but is not limited to, roommate conflict, challenging residents, inappropriate behavior, etc.
- Check emails frequently and respond promptly (twice a day - morning and evening).
- Other duties as assigned

Compensation:

<u>Classification of RA:</u>	<u>Annual Stipend:</u>
New RAs	\$1500/year (\$150/mo)
Returning RAs	\$1750/year (\$175/mo)

RAs will receive a stipend as described above. The stipend will be broken down into 10 monthly payments disbursed on the last business day of each month in accordance with the WSSU Payroll Department schedule. Each RA also receives housing in single room in their designated residence hall at no cost when possible. It's important to note that this no-cost housing factors in to any financial aid package the student receives and could affect the disbursement of funds. RAs are required to purchase a meal plan in accordance with the University rules and regulations. Resident Advisors in first-year residence halls receive micro-refrigerators at no cost.

Miscellaneous:

- RAs may seek outside employment opportunities, either on or off campus, only after getting approval from their Hall Director. Outside employment will be limited to no more than 15 hours/week. New RAs will not be permitted to acquire outside employment during the first semester of employment.
- RAs may not run for a high-ranking student government positions or pledge Greek organizations during their initial semester of employment.
- RA employment at WSSU is "employment at will." This means that RAs can resign from their position at any time for any reason and that WSSU may also terminate employment at any time for any reason.

Resident Advisor Competencies

Residence Life and Housing
Winston Salem State University

A. *Team Member and University Representative:*

- RAs will acknowledge and support the mission, vision, and values of the University and Department.
- RAs will demonstrate knowledge of sensitive issues and when to keep confidentiality
- RAs will develop professional relationships with all members of the University and residential community.
- RAs will be able to make ethical and rational decisions
- RAs will provide exceptional customer service to all residents.
- RAs will understand the value of being on a team and the role they play on that team

B. *Community Builder, Programmer, and Educator:*

- RAs will be able to assist residents in their adjustment to life on campus
- RAs will demonstrate availability to the residents of the floor and building
- RAs will maintain frequent contact with their residents
- RAs will build positive relationships with the residents in their community
- RAs will encourage care and ownership for the communities and those within it.
- RAs will be able to plan educational programs that meet the needs of their residents

C. *Conflict Manager and Policy Enforcer:*

- RAs will understand and be able to interpret the University conduct code and the Residence Hall Guide for Student Living
- RAs will practice proper protocol when responding to emergency situations
- RAs will learn techniques that allow them to fairly, accurately, and consistently confront their peers and hold them accountable
- RAs will understand methods of confronting, mediating, documenting, and following up with students whose behaviors impact the safety of the community
- RAs will practice techniques that allow them to support students in emotional crises

D. *Social Justice Advocate:*

- RAs will be able to create a community that is open and inclusive to all students
- RAs will learn how to properly approach and report bias related incidents, both written and spoken.
- RAs will advocate for students of diverse backgrounds
- RAs will demonstrate how to value and appreciate differing perspectives and identities
- RAs will examine their own identities and the role those identities play in their community

E. *Leader:*

- RAs will be able to successfully integrate their academic, professional, and social responsibilities
- RAs will understand the importance of being a positive role model for the Department and campus
- RAs will engage in professional development opportunities offered by the department
- RAs will be able to connect their residents to campus through knowledge of campus resources
- RAs will learn techniques to help their residents be self-sufficient and independent.

F. *Administrator:*

- RAs will demonstrate a dedication of 20 hours/week to RA related tasks
- RAs will be able to report and documents concerns in a professional manner
- RAs will complete all administrative duties in a timely manner
- RAs will demonstrate flexibility with changes that occur with scheduled tasks
- RAs will be able to assist residents with the systems in place to help residents report maintenance and technological issues
- RAs will be able to help residents navigate through departmental processes