

# Community Assistant

The Community Assistant (CA) is responsible for the development, coordination and maintenance of the residence hall / apartment program. The main responsibility of Community Assistants is to build unity in their area of responsibility. CAs are expected to support the Residence Life & Housing Department with attaining its goals and education learning outcomes for the residential students. The mission of the Residence Life & Housing Department is to provide a learner-centered residential environment, which is conducive to the academic success and personal development of our students. The Community Assistant directly reports to the Resident Director. The Community Assistants live in the hall with the residents and they must be conscious of their behavior, attitudes, and serve as a positive role model for the students with whom they interact.

## I. ESSENTIAL DUTIES AND RESPONSIBILITIES

### Student Relationships

Community Assistants strive to help students develop to their full potential as a person, a student, and a member of their floor, hall, and University communities. In their roles as peer, facilitator, and administrator, Community Assistants model appropriate respect for the health, safety, welfare, and rights of all members of the residence hall community. Each staff member is expected to:

- Maintain confidentiality of information when ethical.
- Act as a referral agent for students and staff to different campus and community resources.
- Be available and accessible to students by spending quality interaction time in the designated residence halls during duty and non-duty hours.

### Communication

Community Assistants play a crucial role in setting the tone of how the University and the Residence Life and Housing Department are perceived by students. Community Assistants should strive to represent the University and the Residence Life and Housing Department positively to students, parents, and the general public. A Community Assistant is expected to:

- Build community by interacting with hall residents on a regular basis.
- Respond to messages/notes in a timely manner
- Maintain regular contact with Residence Life staff members including: their assigned Resident Director and fellow student staff.
- Participate in weekly staff meetings and biweekly on-on-one meetings with Resident Director.
- Support and provide customer service to students, families, visitors, staff, faculty, etc.
- Display a positive professional attitude and support towards students, staff, and the Residence Life and Housing Department.

### Programming

Since a balance of activities in the residence hall contributes to a feeling of community, Community Assistants are responsible for actively assisting individuals, floors/areas, and other staff members with the successful implementation of programs and activities. Specifically, each Community Assistant is expected to:

- Promote activities which contribute to a beneficial living/learning atmosphere on the floor/area, such as encouraging residents to actively plan and implement hall activities.
- Actively support programs and activities presented by staff and students.
- Complete programming requirements for specific community
- Develop program ideas based on what residents need and want to participate in, while always remembering to build community and connections between residents.

### **Administrative Duties**

Community Assistants are called upon to provide administrative support that is important to the operation of their community and the Department of Residence Life and Housing. Community Assistants are expected to:

- Know, understand, obey, enforce, and be able to explain Campbell University's Code of Honor, Code of Conduct, and Residence Life policies.
- Complete and submit all paperwork and reports in a timely manner.
- Participate in the on-call duty rotation. When on duty, the Community Assistant must be present within the hall from 7 pm to 7 am.
- Actively and appropriately address and document all student conduct concerns.
- Maintain an up-to-date and accurate listing of residents assigned to your building.
- Maintain confidentiality in all matters and interactions with staff and residents. The only exception is when maintaining this confidence endangers the well-being of others.
- Perform monthly health and safety inspections of residents' rooms to look for any facility concerns and/or policy violations, while continuing to meet students and build community.
- Document and report maintenance and housekeeping problems to the Resident Director within 24 hours. Follow-up with residents to determine if additional assistance should be given.
- Conduct closing room inspections for winter break and end of year. At the end of the academic year, Community Assistants are expected to stay until all residents are checked out of their rooms to collect room keys and close the building.
- Check email daily and respond to email within 24 hours.

### **Crisis Management**

Community Assistants are expected to participate in a duty rotation and respond to situations after being contacted on the duty phone within their specific duty area. CAs are a vital part of the crisis management and response process at CU. The expectations for this responsibility include:

- Assist residents with roommate and personal conflicts.
- Document situations through incident or supplemental reports within 12 hours of the incident itself.
- Reach out to the Resident Director on duty if help is needed to diffuse a situation/incident.
- Do not have visitors to your community while on duty.
- Hold students accountable if policies are violated and explain the process a student can expect depending on the situation.
- Be aware and able to verbalize policy to residents when explaining the outcome of situations.
- Be able to execute an evacuation plan for your hall/apartment. Know and instruct residents on location of fire extinguishers and how to operate them.

## **II. CAREER COMPETENCIES & LEARNING OUTCOMES**

Community Assistants will develop and articulate transferable skills appropriate to their personal and professional goals. The following career competencies will be gained by students who actively engage in their role as a Community Assistant. Specifically, each Community Assistant will gain direct experience in:

- **Communication**: The ability to speak to large and small audiences while effectively presenting a clear message. The ability to write and speak in a way that others find engaging, putting abstract ideas into language that can be easily understood.
- **Decision Making**: The ability to choose between different options to best help the group to meet their goals. The ability to identify threats, as well as find solutions to issues that impede the ability of the group to succeed.

- **Organization:** The ability structure the work of a group so that priorities are established and there is a shared understanding of the group's objectives and goals.
- **Teamwork:** The ability to identify the strengths of those with whom they are working and effectively leverage their skills to accomplish the group's stated goals and objectives.
- **Diversity/Inclusion:** The ability to understand the importance of valuing, respecting, and learning from others who have different ideas, opinions, and lifestyles.

### III. QUALIFICATIONS

The following is a summary of the significant expectations for which Community Assistants are responsible:

- Matriculating in a full-time, undergraduate level program and maintain a minimum of a 2.75 GPA.
- Resided in on-campus housing for a minimum of two semesters.
- Experience with Blackboard, Google docs and other campus/popular technologies preferred.

### IV. OUTSIDE ACTIVITIES AND EMPLOYMENT

The Community Assistant position calls for an average of 20 hours per week. This means, CAs are able to work an additional 5 hours per week for another on-campus, student job. The average of 20 hours for the CA position was determined by an average of the CA job expectations across an entire semester.

- Additional employment will be permitted only by approval of the Residence Life Office.
- All staff must complete the Involvement Form and submit it to their Resident Director. The Resident Director will discuss each Involvement Form with the Area Coordinator and provide a response of approval or disapproval to the student. The Area Coordinator will keep all Involvement Forms on file during that Academic Year.
  1. Involvement forms should include other jobs on campus, no more than 5 hours per week outside of being a Community Assistant.
  2. Involvement forms should also include other clubs/organizations the Community Assistant is involved in and how many hours per week it requires of them outside of the CA position.

### V. REMUNERATION AND BENEFITS

Continued employment depends upon successful completion of tasks, positive semester evaluations from the Resident Director, and growth throughout the year while in the CA position.

- The position is 10 months. Community Assistants are compensated with a private room for the price of a double occupancy room, a monthly stipend of \$375.00 and a \$1,000 housing scholarship per semester (fall and spring).

### VI. PROBATION/RESIGNATION/TERMINATION

Those working for the Department of Residence Life and Housing are examples for the student body of Campbell University, and any unprofessional conduct and/or unsatisfactory job performance will be addressed by the Residence Life Office. The following course of action will be taken with staff members who fail to complete their job requirements and/or expectations.

- **First offense:** The staff member will be asked to meet with the Director of Residence Life to discuss the offense and will be placed on probation. A written statement, signed by both the staff member and the Director of Residence Life, detailing the parameters of the probation and the offense will be placed in the staff member's file. A copy will be given to the staff member.
- **Second offense:** If the staff member continues to fail to meet the job requirements and/or expectations while on probation, they will be terminated from the position. The staff member will meet with the Director of Residence Life and receive a written statement detailing the termination. The staff member will have 24 hours to move out of the hall or

apartment. A dismissed staff member may not reside in the residence hall/apartment in which they were terminated from. Once the staff member is terminated, involvement with fellow staff members and/or their residents (i.e. petition, letter, etc.) will not be allowed nor tolerated. Furthermore, the staff member is not to inform fellow staff members nor the residents about the terms and conditions associated with the termination. If the staff member submits a letter of appeal to the Director of Student Life, they forfeit the ability to resign from the position.

***If at any time a staff member is found guilty of ANY offense listed in the Code of Honor or the Code of Conduct that staff member will be immediately terminated from the position.***

**VII. SIGNATURES**

I certify that I have given true, accurate, and complete information on all application paperwork and during interviews with the Residence Life staff. I understand that if it is determined that I have given untrue, inaccurate or incomplete information, I could and may be released from the CA contract. I also understand that it is my responsibility to contact the Director of Residence Life to provide updated information if there is a change in any information I have provided during the selection process and/or the duration of the CA contract.

I have read and understand the responsibilities and expectations as out lined in the CA contract. Effective the day I sign this contract, I agree to fulfil the aforementioned CA duties and responsibilities and expectations and will abide by all University and Residence Life policies and procedures. I understand that my signature authorizes Residence Life to review my conduct files as well as my academic records.

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CA Name (Please Print)

CA Signature

Date