

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

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 and appropriate to do so.
- 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: the Resident Director and fellow student staff.
- Participate in weekly staff meetings with Resident Director.
- Participate in biweekly (every two weeks) one-on-one meetings with the Resident Director.
- Support and provide customer service.
- 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:

- Identify potential hall leaders and direct their involvement at the floor and hall levels.
- 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 the designated programming model for assigned hall.
- Suggest and offer programs and events to meet the needs of the residents. Hold a minimum of 6 programs per semester, as directed by the Residence Life and Housing Office

Administrative Duties

Community Assistants are called upon to provide administrative support that is important to the operation of the hall. Community Assistants are expected to:

- 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.
- Not have visitors while on duty.
- Actively and appropriately address and document all student conduct concerns.
- Submit incident reports within 12 hours of a conduct or care and concern.
- 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.
- Attend all staff meetings and trainings as scheduled by the Residence Life and Housing Office.
- Maintain a safe living environment and a room in accordance to University policies that is welcoming and inviting to residents.
- 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.
- Open the hall, distribute room keys, and prepare for Move-In Weekend.
- 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.
- Secure the hall for fall, winter, spring, and end of year breaks.
- Respond to emails from the Residence Life staff in a timely manner.
- Distribute information to residents in a timely manner.

Crisis Management

Community Assistants are responsible for responding to student behavior so an atmosphere conducive to studying, appropriate use of facilities, and safety are maintained for future student use. Community Assistants are responsible for consistently maintaining policies throughout the residence hall and for impressing upon residents the responsibility for their own actions. Specifically, staff are expected to:

- Assist residents with conflicts including roommate and personal conflicts.
- Communicate resident concerns and updates in a timely manner to the Resident Director.
- Observe the attitudes and behaviors of the residents in your area. Assist residents and make proper referrals as necessary.
- Report people in your hall not affiliated with Campbell University to the Resident Director.
- Encourage an atmosphere conducive to studying and quiet hours.
- 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.
- Monitor and keep lobbies, laundry rooms, and other common space neat and clean at all times.

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.

- Influence: The ability to motivate other members of a group to do something through convincing or persuading.
- 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.
- Global/Intercultural Fluency: The ability to understand the importance of valuing, respecting, and learning from diverse cultures, races, ages, genders, sexual orientations, and religions.

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.
- In good standing with Campbell University, and the Office of Community Standards and Conduct prior to and throughout the period of employment.
- Preferred Qualifications:
 - Experience with Blackboard, Google docs and other campus/popular technologies preferred.
 - A minimum of two semesters of leadership experience.

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 Assistant Director of Residence Life and Director of Residence Life.
- All staff must complete the Involvement Form, and submit it to the Area Coordinator for approval.

V. REMUNERATION AND BENEFITS

Continued employment depends upon successful completion of tasks, positive semester evaluation by the Resident Director, exhibition of growth in and continued enthusiasm for the position.

- The Community Assistant position is 8 months.
- Community Assistants are compensated with a monthly stipend of \$375.
 - Please note, payment for December will be given in August
- \$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. A student who has been removed from his/her staff position may not reside in a staff room. Housing arrangements will be made at the discretion of the Office of Residence Life and Housing. If necessary, the Residence Life Department may require immediate removal from the hall. A Community Assistant who signs a contract and then decides not to be a Community Assistant forfeits his/her housing assignment and will receive another assignment when and if a space becomes available. Depending on the severity of the actions by the student staff member the following course of action will be taken:

- **First offense**: The staff member will be asked to meet with their Resident Director and Area Coordinator to discuss the offense and will be given a coaching form. The written coaching from, signed by both the staff member and his/her supervisors will detail the offense and

the parameters of expectations moving forward. The written coaching form will be placed in the staff member's file. A copy will be given to the staff member.

- **Second offense:** The staff member will be asked to meet with the Assistant Director of Residence Life and his/her Resident Director to discuss the offense and will be placed on probation. A written statement, signed by both his/her supervisors will detail the offense and the parameters of expectations moving forward. The written probation form will be placed in the staff member's file. A copy will be given to the staff member.
- **Termination:** 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 his/her Resident Director to receive a written statement detailing the termination. On average 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.

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 outlined 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.

CA Name (Please Print)

CA Signature

Date