

Community Mentor

Campbell University Community Mentors are upperclassmen student leaders selected to assist first-year students in their transition to the University. The Community Mentor plays an important role in the CU Freshman course by serving as a co-instructor, and a role model living on the floor with their mentees. Community Mentors are expected to attend all class sessions and programs for their community. Community Mentors serve as co-instructors by assisting with planning and facilitating programming outside of their assigned class. The main responsibility of Community Mentor is to support the Residence Life Department in attaining its goals for the residential students. The mission of the Residence Life Department is to provide a learner-centered residential environment which is conducive to the academic success and personal development of our students. The Community Mentor directly reports to the Resident Director. The Community Mentor lives in the hall with the residents and they must be ever 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 Mentors are responsible.

I. ESSENTIAL DUTIES AND RESPONSIBILITIES

Student Relationships

Community Mentors 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 Mentors 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 Mentors play a crucial role in setting the tone of how the University and the Residence Life and Housing Department are perceived by students. Community Mentors should strive to represent the University and the Residence Life and Housing Department positively to students, parents, and the general public. A Community Mentor 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 Mentors are responsible for actively assisting individuals, floors/areas, and other staff members with the successful implementation of programs and activities. Specifically, each Community Mentor is expected to provide programming for their designated Residential Learning Community.

- Suggest and offer programs and events to meet the needs of the residents in their Residential Learning Community. Hold a minimum of 6 programs per semester, as directed by their Faculty Fellow and the Residence Life and Housing Office.
- 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.

Administrative Duties

Community Mentors are called upon to provide administrative support that is important to the operation of the hall. 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.
- Appear before any conduct committee hearings as directed by the Residence Life Office or Vice President for Student Life.
- Complete and submit all paperwork and reports in a timely manner.
- Participate in the on-call duty rotation. When on duty, the Community Mentors 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.
- 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 room inspections and weekly safety and cleanliness 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 Mentors 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.
- Check email and voicemail on a regular basis for announcements, updates and resident concerns.
- Respond to emails from the Residence Life staff in a timely manner.
- Distribute information to residents in a timely manner.

Crisis Management

- 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.
- Promote a feeling of community among residents.
- 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

- **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

- 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 Mentor position calls for an average of 20 hours per week. This means, CMs are able to work an additional 5 hours per week for another on-campus, student job. The average of 20 hours for the CM position was determined by an average of the CM 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 within this handbook, and submit it to the Residence Life Office.

V. REMUNERATION AND BENEFITS

The position is 8 months. Community Mentors are compensated with a monthly stipend and a \$1,000 housing scholarship per semester (fall and spring).

VI. PROBATION/RESIGNATION/TERMINATION

VII. 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 form, 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.

VIII. SIGNATURES

- o 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 CM 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 CM contract.
- o I have read and understand the responsibilities and expectations as outlined in the CM contract. Effective the day I sign this contract, I agree to fulfil the aforementioned CM 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.

CM Name (Please Print)

CM Signature

Date