

Community Assistant

Position Requirements:

The Community Assistant (CA) is responsible for the development, coordination and maintenance of the residence halls / apartments. The main responsibility of Community Assistants is to build community and uphold university policy within the residence halls. CAs are expected to support the Residence Life & Housing Department by promoting its goals and educational learning outcomes for 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

A. Student Relationship:

Community Assistants strive to promote development within multiple facets of wellbeing. Community Assistants serve in multiple roles including peers, mentors, leaders and role models for residents in their community. 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:

- Be available and accessible to students by spending quality interaction time in the designated residence halls during duty and non-duty hours.
- Connect residents with appropriate campus partners and resources.
- Maintain confidentiality within the appropriate scope of knowledge.

B. Communication:

Community Assistants are a direct line of communication from the Residence life department to residents in their community. Community Assistants should positively represent the department and provide outstanding customer service to students, parents, and the Campbell University visitors at all times.

Each staff member is expected to:

- Build community by interacting with hall residents on a regular basis.
- Respond to messages/notes from residents in a timely manner
- Maintain regular contact with Residence Life staff members including: their assigned Resident Director and coworker team.
- Participate in staff meetings and biweekly one-on-one meetings with the Resident Director.

- Support and provide customer service to students, families, visitors, staff, faculty, etc.
- Display a positive professional attitude and support towards the students and staff of the Residence Life and Housing Department.

C. 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.

D. Administrative Duties

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

Community Assistants are expected to:

- Complete and submit all paperwork and reporting in a timely manner.
- Actively and appropriately address and document resident concerns.
- Maintain confidentiality in matters pertaining to residents, except when maintaining this confidentiality endangers the well-being of others.
- Perform monthly health and safety room check inspections to document facilities concerns, policy violations.
- Maintain up-to-date and accurate listing of residents' in your community.
- Conduct closing room inspections during winter break and at the end of the academic year. Community Assistants are expected to remain on campus until all residents are checked out of their rooms and all keys are collected and returned.
- Check emails daily and respond within 24 hours.

E. Crisis Management

Community Assistants are expected to participate in a community duty rotation which requires providing on call services for residents between 7:00 PM - 7:00 AM. 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.

Community Assistants are expected to:

- Participate in on-call duty rotation from 7:00am - 7:00pm
- Know, understand and enforce Campbell University Community Standards and Residence Life Housing Policy.
- If a situation warrants assistance, Community Assistants should report to the Resident Director on Duty. Assist residents with roommate and personal conflicts.
- Document situations through incident reports within 12 hours of the incident itself.
- Demonstrate knowledge of the appropriate evacuation plan for your specific community. Know and instruct residents on location of fire extinguishers and how to operate them.

II. CAREER COMPETENCIES AND LEARNING OUTCOMES

Community Assistants will develop transferable skills applicable to 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 articulate concepts and ideas to large and small audiences in a clear and concise manner.

Critical Thinking:

- The ability to analyze various situations and respond appropriately.
- The ability to troubleshoot, communicate with supervisors and problem solve.

Organization:

- The ability to understand the importance of structure and productivity in the workplace.
- The ability to maintain records and paperwork.
- The ability to manage time and meet appropriate deadlines.

Teamwork:

- The ability to identify the strengths of coworkers and effectively leverage their skills to accomplish common goals and objectives.

Diversity and 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 by which Community Assistants are responsible to uphold:

- Matriculation in a full-time status in an undergraduate level program.
- Maintain at least a 2.75 GPA.
- Have lived on campus at Campbell University for a minimum of two semesters.
- Have relevant experience with current technology. (I.e Google Docs, Gmail, Microsoft Word)

IV. OUTSIDE ACTIVITIES AND EMPLOYMENT

The Community Assistant position calls for an average of 20 hours per week. Community Assistants are permitted 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 the average number of hours expected throughout an entire semester.

Additional employment will be permitted only by approval of the Residence Life Department. All staff members must complete the Involvement Form and submit it to the Residence Life Department. Approval will be granted or denied and appropriately communicated with the student.

Involvement forms should include:

- On Campus Jobs
- Clubs/Organizations

V. REMUNERATION AND BENEFITS

Continued employment depends upon successful completion of the following tasks:

- Positive semester evaluations from the Resident Director
- Good academic standing with Campbell University

The Community Assistant position is contracted for 10 months. Community Assistants are compensated with a private room (no private room fee), a monthly stipend of \$375.00 and a \$1,000 housing scholarship per semester. [Add additional benefit]

VI. WARNING AND TERMINATION POLICY

Community Assistants employed by the Department of Residence Life and Housing are role models for the Campbell University Student Body. Any unprofessional conduct and/or unsatisfactory job performance will be addressed by the Residence Life and Housing department.

The following description outlines the course of action to be taken regarding staff members who fail to uphold their job requirements and/or expectations.

A. Informal Warning:

- The staff member will be asked to meet with their Resident Director to discuss and outline specific actions and behavior of concern. The Community Assistant and Resident Director will meet to discuss the Community Assistant's professional development. The Resident Director will review the specific Improvement Plan to be included in the informal warning letter. Both parties will sign a hard copy to be kept in the Community Assistant's profile and record.

B. Formal Warning

- The staff member will be asked to meet with their Resident Director to discuss and outline specific actions and behavior of concern. Severity of the offense will be determined at the discretion of the Resident Director. The Community Assistant and Resident Director will meet to discuss the Community Assistant's professional development. The Resident Director will review the specific Improvement Plan to be included in the formal warning letter. Both parties will sign a hard copy to be kept in the Community Assistant's profile and record.

C. Probation:

- The staff member will be asked to meet with their Resident Director to discuss and outline specific actions and behaviors of concern. Probation status will be granted to any staff member that has failed to uphold the terms and conditions of their formal warning, and undesired actions and behavior has persisted. Specific plans for improvement will be outlined in a probation status warning letter. Both parties will sign a hard copy to be kept in the Community Assistant's profile and record. Further incidents or violations of your terms and agreements during the probationary status could result in additional job action(s) or up to release and dismissal from your position responsibilities.

D. Termination:

- If the staff member fails 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 their current housing assignment. A dismissed staff member may not reside in the residence hall/apartment in which they were terminated. 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.

VIII. Signature

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