Resident Assistants are graduate or undergraduate members of the Office of Housing and Residential Life staff who live in the residence halls and are responsible for the development of cohesive communities, safety and security of residents, and the enforcement of campus policies. Resident Assistants should demonstrate an understanding of the RA position, possess the ability to develop deep personal relationships, be open to new experiences, have the capacity to deal with change, possess leadership skills, communicate effectively, demonstrate a willingness to work with a diverse student population, be able to evaluate a situation objectively and deal with a wide range of emotions and behavior. Resident Assistants are supervised by a Residence Director.

The specific responsibilities for a Resident Assistant are outlined below. The Resident Assistant Employment Agreement and Office of Housing and Residential Life Staff Manual and expectations augment RA responsibilities.

**Essential Duties and Responsibilities**

**Community Development**
- Be visible, available and accessible on the assigned residence hall floor. Become acquainted with each student living in the residence hall as quickly as possible.
- Supports and participates in University programs.
- Supports and encourages students in their involvement in a Hall Council and other Residential Leadership Organizations.
- Holds periodic meetings with floor community for general communication, shares information, reviews policy and procedures, brings forth community issues and promotes socialization.
- Assists in carrying out Lesson plans that contribute to student growth and development and follows the Residential Curriculum model.
- Encourages residents to create an accepting community that respects individual differences.
- Assess and understand the needs and issues of the community and work with residents to address them.
- Creates and fosters ownership of the community.
- Identify and encourages potential leaders to become involved and to develop his/her leadership skills.
- Serve as a resource and referral agent for students’ academic, identity and social needs.
- Supports learning communities and building themes within the residence hall (if applicable).
Student Conduct and Crisis Management
- Helps maintain an atmosphere conducive to academic work.
- Communicate understanding of, and rationale for, university policies and interpret and enforce university policies consistently and appropriately.
- Report and document violations of University policy in an appropriate and timely manner. If necessary testify to violations of University policies or state, federal or local laws.
- Handle crisis situations, such as medical and mental health incidents, roommate conflicts, and student conduct, etc., including appropriate documentation, reporting and community response.
- Provide night and weekend on-duty responsibilities (including rounds, and responding to situations).

Helping Skills
- Assists students with their personal and group concerns within the limits of his/her training and capability. Refers students in need of further assistance to the appropriate residence hall and/or University staff member.
- Demonstrate effective conflict resolution, mediation and listening skills in assisting students to become adjusted to their living environment and learning experiences.
- Informs the Resident Director of community concerns (e.g. happenings, needs, behavioral changes, problems, etc.) through informal visits, conferences, and staff meetings. Follows up with the Area Director as appropriate.

Administration and Hall Management
- Works with the other residence hall staff and University members to educate residents about Fire Safety.
- Works with and supports the maintenance and housekeeping staff and explains their role to students. Educates students on how to submit maintenance/housekeeping requests.
- Assists with administrative and clerical tasks assigned by the Resident Director and/or the Office of Housing and Residential Life including:
  - Maintaining records concerning room inventory and damages in student rooms.
  - Reporting room/hall damages and assists in the billing process.
  - Assisting in student room check-in and check-out procedures.
  - Assisting in surveys and special projects as requested by the Resident Director and/or the Office of Housing and Residential Life.
  - Performs and assists with fire checks and Health/Safety checks.
  - Assisting in additional responsibilities concerning the hall's functioning.
- Attend and actively participate in weekly meetings including, but not limited to, one-on-ones with supervisor, quad meetings, building meetings, and all staff meetings as scheduled by the Office of Housing and Residential Life (OHRL). Attend other meetings as scheduled by the RD and/or OHRL.
- Communicate upcoming news, events and important information to residents
- Maintain open and on-going communication with supervisor, fellow RAs and other staff members, including checking the assigned staff mailbox and email on a daily basis.
- Participates in the evaluation of residence hall staff personnel.
- To maintain attractive, engaging and informative bulletin boards.

Professionalism
- Knows and understands the philosophy and operation of the Office of Housing and Residential Life.
- Sets a positive example and serves as a role model for other students by adhering to all University and residence hall policies, as well as all state, federal and local laws.
Facilitates openness and honesty in the communication between students, Resident Assistants, Resident Directors, the Office of Housing and Residential Life staff members, Student Affairs staff members, and the entire University community.

Develops a positive working relationship with the Resident Director, the other RAs, and other members of the Office of Housing and Residential Life staff.

Responsible for all expectations, responsibilities, and tasks as given by the Resident Director, Area Director, and/or the Office of Housing and Residential Life.

Maintains a professional attitude and manner while serving as a Radford University employee and representative.

Maintains healthy balance of roles as both a student and campus leader.

Demonstrates flexibility in taking on new tasks as needed.

Other

Must meet the grade requirements set by the Office of Housing and Residential Life.

Participates in all training sessions throughout the year, including pre-service training before the Fall and Spring semesters. Attends all in-service training sessions and departmental processes as determined by the Office of Housing and Residential Life. These include but are not limited to RA and RD Selection.

Must enroll in and successfully complete the Resident Assistant course during their first semester.

Undertake other duties as assigned.

Specific Expectations

Keys

Members of the Office of Housing and Residential Life have been issued or have access to a number of keys/electronic card access to assist them in performing their job responsibilities. These keys are only to be used for legitimate job responsibilities as outlined in the staff manual.

Staff members are responsible for any/all keys, equipment and supplies assigned to them. The loss or misuse of keys may result in probation or termination. Any expense related to the loss or misuse of keys, equipment or supplies may be the personal responsibility of the responsible staff member(s).

Any lost, stolen or misplaced key must be reported immediately to their supervisor or the Resident Director on Call.

Duty

Resident Assistants will share duty with other RAs. Duty structure consists of the following:

  o Monday – Sunday - 8:00pm – 8:00am

RAs on duty may not leave the building during this time except in an emergency and with the approval of the RD-level staff member on duty, or to check on incidents directly outside the building.

RAs must be at the designated front desk/office at 8:00pm when duty starts. RAs on duty are expected to be at the designated front desk/office at all times while on duty (until last rounds) except while on rounds or responding to a situation.

RAs on duty are expected to complete rounds every two hours – the first one after the RD on duty calls, once at 10:00pm, one at 12:15 am (final round Sunday through Thursday), and one round at 2:15am (only on Friday and Saturday). Times may be adjusted in consultation with the RD. While on rounds, the RA on duty is expected to place a sign at the desk indicating he/she is on rounds.

RAs are expected to answer all incoming calls while on duty. The name of the desk/building and the name of the RA answering should always be used when answering phone calls.

RDs may not consume alcohol or any other drugs prior to and/or while on duty.
• All RAs on duty must dress appropriately and wear their Radford OHRL ID badge
• Residents or friends are not permitted behind the duty desk. RAs must maintain a professional and inviting atmosphere at the duty desk that invites resident to approach RAs to discuss issues or concerns.

Leadership and Role Modeling
• Resident Assistants must always maintain appropriate staff and student confidentiality.
• Resident Assistants serve as representatives of Radford University and the Office of Housing and Residential Life at all times and are expected to act in a positive and professional manner.
• Resident Assistants will serve the needs of all students.
• RAs are expected to abide by and uphold the policies and procedures of the Housing and Residential Life and Radford University, including the Standards of Student Conduct. Additionally RAs are expected to abide by and uphold all local, federal and state laws.
• RAs are expected to display exemplary behavior at all times, both on and off campus, as well as online. As a staff member, the Office of Housing and Residential Life holds RAs to a high standard of expectations. If at any time, an RA is unable to demonstrate exemplary behavior, you may not continue as a staff member.

Resident Assistant Manual
• Resident Assistants are responsible for all information in the Resident Assistant Manual or any additional that may be added to the manual throughout the duration of their employment with Housing and Residential Life.

Compensation
• Credit on student’s account to cover the amount of the cost of assigned residence hall space.
• Credit on the student’s account for the cost of flex meal plan (Provides students with a designated amount of Flex Dollars and Vending Money).

Signature

I, as signed below, have read and understand the Resident Assistant Job description and expectations. I understand the terms of this agreement and agree to fulfill the RA duties outlined above. I also acknowledge that is not a complete list of responsibilities and expectations and understand that I am responsible for all items included in the RA manual, staff training, staff meetings and policies and procedures put in place by my supervisor and the Office of Housing and Residential Life. I will abide by all policies and procedures of the Housing and Residential Life and Radford University.

_________________________________________  __________________________
Employee Signature  Date

(updated 4.20.17)