

# Residence Life

## Resident Assistant Position Description



### POSITION SUMMARY

Resident Assistants are an integral component to the success of Residence Life. Resident Assistants have an enormous opportunity and responsibility to enhance the experience our residents have living on campus and attending UW-La Crosse. The Resident Assistant is primarily responsible for a group of students living in their community but also for the greater student population living in the residence hall. The Resident Assistant works to develop living environments to enhance the academic mission of UWL through creating welcoming and inclusive communities, supporting experiential learning, and building meaningful relationships.

### JOB RESPONSIBILITIES

#### (1) General Student Staff Responsibilities

- a) Uphold the standards outlined in the Student Staff Employment Agreement which you signed in accepting this position.
- b) Be familiar with and understand the Mission and Guiding Principles of Residence Life.
- c) Actively engage with and participate in activities surrounding inclusion, belonging, and civil discourse.
- d) Know, understand, and be prepared to reference resource materials available to you in your position through training.
- e) Maintain a professional manner and positive attitude while serving as a university employee and representative of Residence Life both on and off campus.
- f) Be present in your respective residence hall and be available to residents.
- g) Facilitate open and honest communication with all residents, student staff and professional staff.
- h) Problem solve and use critical thinking to find solutions to issues in your position.
- i) Participate in orientation, online Canvas modules, fall training, and departmental trainings throughout the year.
- j) First Year Staff - Enroll and fulfill the requirements of the UWL 260 Staff Class.

#### (2) Community Development

- a) Establish fulfilling relationships with residents in your community.
  - Invest in each resident.
  - Be available daily to meet and socialize with residents.
  - Spend time informally visiting your residents each week.
- b) Implement a community development model as outlined by Residence Life Professional Staff.
  - Assist residents in adjusting to college and gain a sense of belonging.
  - Design events that provide opportunities for residents to engage with others, have fun, and make memories.
  - Hold periodic community meetings to create interaction, discuss community initiatives and issues as well as educate on policies, university break procedures and year end closing.
  - Disseminate knowledge to assist residents with successfully navigating campus resources.
  - Assist residents in maintaining a positive roommate relationship and mediate roommate conflicts as necessary.
  - Promote educational and social events and initiatives that are occurring on campus. Encourage residents to attend campus events surrounding experiential learning, leadership, civil discourse, belonging, and inclusion.
  - Attend and assist with CORE Team events and initiatives.
  - Support Residence Life events and other collaborative initiatives with campus partners.
  - Access and respond to needs and ideas of those in your community; engage and empower residents to contribute.
- c) Resident Assistants are required to work the Residence Hall Front Desk until Desk Assistants can be hired. In addition, RAs can choose to continue to work the Front Desk in their assigned building up to 4 hours per week. In doing so:
  - Contribute to the atmosphere of the front desk and lobby; creating a positive impression for residents and guests; that helps shape community and relationships in the building.
  - Be approachable and engage with each person that comes through the lobby. Be a resource to residents; as well as maintain safety and security as issues arise.

### **(3) Team Collaboration and Support**

- a) Attend and be an active participant in all staff meetings (Tuesdays 8 – 10pm).
- b) Develop and cultivate an understanding of the various working styles, Strengths, and personalities of your teammates to maximize effectiveness and productivity.
- c) Engage in team development opportunities.
- d) Participate in discussions surrounding civil discourse, inclusion and intersecting identities.
- e) Work through conflict with teammates as they occur.
- f) Develop and maintain a working relationship with your supervisor. Student Staff must be able to meet their supervisor individually, take direction and feedback from their supervisor, and have ongoing dialogue with their supervisor.

### **(4) Safety and Security**

- a) Promptly inform professional staff of concerning behavior with residents (issues, injuries, behavioral changes, mental health concerns, unknown whereabouts, etc.)
- b) Utilize basic helping skills to assist residents with concerns and referring them to campus resources.
- c) Shared responsibility of duty nights and hall security:
  - Remain in your assigned residence hall throughout the duration of your duty time and be present, visible and available to residents.
  - General duty guidelines include the following: conducting thorough duty rounds, positively interacting with residents, checking entry doors to ensure they are locking, observing facility needs, documenting policy violations, responding to emergency situations, and completing a duty log each night. (Additional duty guidelines are set at the discretion of Residence Life Professional Staff).
  - Student staff are expected to always respond to situations which require attention (addressing student behavior / facilities concerns) in any residence hall, regardless of location and if they are on duty or not.
- d) Know and understand Residence Life policies and procedures.
- e) Educate residents on Residence Life policies and procedures.
- f) Respectfully enforce residence hall policies with the goals of altering behavior and deescalating situations.
- g) Report and respond to all incidents using an ethic of care for all impacted residents.
- h) Complete mandatory reporter & campus security authority trainings and follow through with expectations.
- i) Respect and maintain the privacy of residents while also sharing pertinent information with your supervisor.
- j) Contact the Hall Director on Duty and/or University Police in emergency situations.

### **(5) Facilities**

- a) Assist in maintaining a clean and visually appealing residence hall environment (pick up garbage, organize spaces, clean up vomit, etc.)
- b) Complete work orders for facility issues in a timely manner.
- c) Help build a positive relationship between residents and Custodial Staff.
- d) Maintain appropriate use of building keys (retainers/building master) and report any lost keys immediately.
- e) Thoroughly inspect rooms as residents move out and document damages.
- f) Assist in the logistics of opening and closing the residence hall for the academic year and university breaks. This may include staying late and/or arriving early, as needed.

### **(6) Administrative Responsibilities**

- a) Be punctual and timely with assigned tasks and responsibilities.
- b) Assist Residence Life Professional Staff in room change logistics.
- c) Ethically use university funds and follow university spending guidelines including Festival Food card purchases.
- d) Support and participate in the evaluation of Residence Life Staff and department assessment initiatives including the annual Student Satisfaction Survey.
- e) Complete additional projects and tasks as assigned by supervisor.

### **(7) Living Learning Community (LLC RA) Responsibilities (for those in this additional role)**

- a) Collaborate with LLC Coordinator and Campus Partners to plan events specific to the LLC community.
  - Be responsive to outreach from Campus Partners and LLC Coordinator.
  - Communicate event needs to LLC Coordinator and ask for additional assistance as needed.
- b) Encourage residents to participate in the events developed specifically for their LLC.
- c) Develop an LLC logo for memorabilia with resident input and engagement to help market the LLC and allow residents to have a souvenir from their time in the LLC.