Position Title: Russell and Harrington Area Coordinator  
Department: Residence Life & Housing

**Context of the Job:**  
Under the general direction of the Senior Associate Director of Residence Life & Housing, and under the functional direction of the other Assistant and Associate Directors, the Area Coordinator is responsible for creating living environments that facilitate positive learning experiences and support the academic mission of the University for two residential complexes, Russell & Harrington serving 1100 students. Lead department initiatives and committees providing direction and oversight of Complex Coordinators and Residence Hall Coordinators. Utilize position roles to maximize student learning, student satisfaction, student retention, and student occupancy rates. Partner with students to develop vibrant inclusive communities which encourage student engagement, a free exchange of ideas, and the cultivation of skills and knowledge so that students may become citizens and leaders in our increasingly global society.

Creating this environment necessitates leadership and collaboration with three primary constituencies: The Office of Residence Life & Housing, students, and the University of Delaware community. The Area Coordinator lives on campus and is therefore available to staff and students during crisis situations or other critical times.

**Major Responsibilities:**

- Provide primary leadership, support and supervision of two full time exempt level Residence Hall Coordinators overseeing residential complexes. Direct the professional development, skill enhancement, and continuous improvement of exempt and paraprofessional staff. Provide direction to Residence Hall Coordinators in their supervision of a hall staff consisting of 30 Resident Assistants. Provide assessment of staff needs and deficiencies and work with Residence Hall Coordinators to provide leadership training and staff team development, including corrective action for deficiencies.
- Direct and monitor staff activities and issue-response in a manner that protects student well-being and institutional liability concerns.
- Develop proposals for department policy/procedure modifications to improve student services provided by Residence Life & Housing staff.
- Manage the program within the Harrington Commons developing scheduling systems, prioritizing space requests, and developing protocols for the open-to-the public portions of this community center.
- Coordinate on-site and front-line response to crisis situations for 1300 students within assigned areas, including those that are highly complex in nature and may be life threatening. Serve in a live-in capacity to provide non-clinical student counseling, crisis intervention, and referral services. Direct Residence Hall Coordinator and Resident Assistant crisis-response efforts.
• Participate in a University-wide weekend on-call rotation and act as primary contact person for all student crises. Coordinate weekend incident response with University of Delaware Police, Senior Student Life staff, and Associate Directors. Effectively relay crisis information to various institutional stakeholders such as Dean of Students Office, Center for Counseling and Student Development, etc.

• Assess student behavior and formulate response (educational and student conduct) to student concerns. Educate staff and students about and ensure adherence to the University Code of Conduct, Residence Hall Regulations, and fire and safety codes.

• Work with Residence Hall Coordinator staff team, faculty, and affiliated offices to facilitate student learning in the residence halls based on the Residence Life & Housing program plan. Work in collaboration with staff team and campus stakeholders to explore and propose program plan strategies.

• Instruct UNIV 320, Contemporary Issues for Resident Assistants, a weekly one-credit course. Collaborate on course design, prepare lesson plans, evaluate student performance, and assign grades. Lead independent study sections of UNIV 321 and UNIV 322.

• Serve as the senior on-site Residence Life & Housing representative for the Harrington, Russell, and the new Harrington Commons. Advocate for student needs related to facility services, security services, and programmatic services. Serve as a representative of the Office of Residence Life & Housing with various campus constituents in all matters related to the residential area.

• Initiate periodic meetings with the coordinators of Redding/Gilbert and the Academy Street Complex to discuss areas of common goals and common concern for the East residential area and make proposals for initiatives or solutions to enhance of the overall student experience for the approximately 3000 first-year students living on East Campus.

• Assume lead role in developing the foundations of the eventual “Freshman Village” concept on East Campus. Develop series of pilot programs designed to create a common first-year experience and community. Serve as the First-Year area liaison with UD Office of Admissions to design effective tour and showroom program. Serve as primary Residence Life & Housing lead in designing the Spring Admissions Open House program for newly admitted students.

• Assume leadership role in developing proposals for the utilization of former Kent Dining Hall space toward the creation of a center contributing directly to first-year student engagement and community formation.

• Assume primary leadership roles with major student engagement initiatives within the first-year program plan. Lead and direct Complex Coordinators and Residence Hall Coordinators in assigned efforts related to Residence Life & Housing major programmatic efforts. Lead and oversee upper-division Complex Coordinators and Residence Hall Coordinators in the major International student and cultural exchange elements of the plan. Assume lead role in investigating strategies toward increasing National Survey of Student Engagement first-year student rates in the area of engagement in difference. Develop programmatic proposals in this area.

• Under the supervision of the Executive Director of Residence Life & Housing, serve as the chairperson of a department Strategic Plan Implementation Team. Formulate proposals designed to enhance department strategies. Guide implementation of plan initiatives through all nine complexes.
• Develop and oversee a comprehensive program within Russell and Harrington designed to significantly expand student engagement opportunities.

• Oversee all event and educational program (communication, stress, conflict management) elements of the 3@UD (triple assistance) program. Coordinate with Communications Specialists to develop newsletter and web-page information and resources.

• Promote student leadership opportunities and provide leadership training. Lead and oversee the advisement and future development student leadership groups. Oversee the Advisors of Russell and Harrington Community Councils, Green Teams, the Resident Assistant Internship and Leadership Exploration program, and Service Advisory Teams to further develop student leadership skills and to engage students in their living environment. May advise other student groups.

• Participate in the creation of a department vision and strategic plan. Implement department short and long range goals and initiatives.

• Act as principle investigator of first year student department assessment initiatives under the direction of the Assistant Director for Student Engagement and Assessment. Develop studies, analyze findings, and prepare reports and recommendations based on findings.

• Develop recommendations and initiatives to ensure high-level student services to the residents within assigned area of campus. Participate in department assessment and evaluation.

• Participate in professional development and growth opportunities in order to maintain current knowledge of student development and student learning research, theory and practice that best serve the needs of students.

• Recruit and participate in selection decisions for department staff including Resident Assistants, Residence Hall Coordinators, and other exempt and non-exempt staff members. Serve as a member of department selection and training committees. Develop training materials and lead training presentations for all levels of department staff.

• Oversee staff development and student programming budgets for the area totaling approximately $14,000. Direct and monitor expenditures by staff members within assigned area.

• Serve as department committee chairperson supervised by an Assistant/Associate Director leading and overseeing the planning and coordination of large-scale department programs and processes. Represent the Office of Residence Life & Housing at campus-wide functions.

• Respond to facility emergencies within the Russell and Harrington complexes. Provide input on long-term programs and projects. Make recommendations for program modifications and facility renovations.

• Serve as an Office of Student Conduct Hearing Officer or Appellate Board Chair for the University and determine case outcome. Responsible for rendering educational and corrective sanctions, including suspension from the University, for violations of University policies.

• Consult with Division of Student Life offices as well as the Department of Public Safety and Facilities & Auxiliary Services, to directly and indirectly address student and parent concerns, provide referrals and help facilitate programming opportunities for students.

• Other duties as assigned.
Qualifications:

- Master's Degree and four years professional experience working with college students.
- Familiarity with college student learning and development theories and the ability to articulate theories of learning and teaching relevant to college students and the ability to convert learning theory to practice in a residential environment.
- Direct experience working in a residence hall environment including behavior management experience; skill in crisis intervention, directing and enforcing policies and regulations which pertain to campus life and to student development; the ability to motivate, develop, direct and train assigned staff including coordinating and supervising work, fostering a cooperative work environment, and maintaining employee morale in a high stress setting.
- Demonstrated commitment to and knowledge of multicultural and diversity issues and the ability to work effectively with a wide range of constituencies in a diverse community.
- Effective interpersonal, communication, and presentation skills.
- Knowledge of student support programs and services, and crisis intervention techniques; non-clinical front-line assessment and referral skills; and organizing and coordinating skills.
- Demonstrated ability to understand university environmental sustainability initiatives and incorporate them into work tasks.
- Demonstrated ability to contribute to the creation and implementation of short and long-range department goals.

Preference given to candidates with five or more years of professional employment in higher education.