Position Title: Complex Coordinator

Department: Residence Life & Housing

Grade: 30E

Context of the Job:
Under the general direction of an Associate Director or Senior Associate Director of Residence Life & Housing and under the functional direction of the Associate/Assistant Directors, create living environments that facilitate positive learning experiences and support the academic mission of the University. Contribute to department decision making and planning through a participative leadership approach. Assume leadership roles in designing the annual learning outcomes based program plan and student learning strategies. Serve as chair or member of strategic planning design and implementation teams. 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. Utilize position roles to maximize student learning, student satisfaction, and student occupancy rates. Serve as a champion for the student experience in the residence halls through all areas of responsibility.

Complex Coordinators live on campus and are therefore available to staff and students during crisis situations or other critical times.

Major Responsibilities:

Student Learning and Development:
- Assume a leadership role in the annual First-Year or Upper-Division program plan design and development process. Utilize assessment and professional literature to develop appropriate learning outcomes and educational strategies to further department student learning priorities.
- Implement effective teaching and learning strategies to maximize student learning opportunities in the unique residential setting. Develop a mastery of learning outcomes based approaches. Design educational initiatives focused on student engagement, student partnership, and student ownership that can be effectively scaled to reach the broad residence hall population.
- Maintain an up-to-date understanding of national best practices and literature on college student engagement, student inclusiveness and belonging, community well-being and retention. Develop initiatives for the systematic continuous improvement of department practices in these areas.
• Promote student leadership opportunities and provide leadership training initiatives. Advise one or more student groups and oversee Residence Hall Coordinator (RHC) advising using competency-based leadership development modules to further develop student leadership skills and to engage students in their living environment. Supervise and guide Student Engagement Advisors (SEAs) in their efforts to peer-lead Resident Assistants (RA) in student engagement initiatives.

Residential Area Leadership:
• Supervise and further the development of Master’s level professionals (Residence Hall Coordinators, RHCs) in their work to enhance student learning through engagement, student led programs, and sound management of the residence halls. Lead and co-create the annual Residence Hall Coordinator individual development plans and initiate team development to further the educational leadership capacities of the RHCs. Provide direction to Residence Hall Coordinators in their day-to-day supervision of a Resident Assistant staff. Conduct annual performance reviews and goal setting processes. Provide assessment of student staff needs and deficiencies and work with Residence Hall Coordinators to provide leadership training and staff team development, including corrective action for deficiencies.
• Serve as a key leader of either the First-Year or Upper Division team by introducing and leading team dialogue and decision making focused on improving the student learning experience. Lead and oversee colleagues in program-plan initiatives.
• Coordinate on-site and front-line response to crisis situations, including those that are highly complex in nature and may be life threatening. 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 and reporter for all incidents to comply with Federal Laws.
• Utilize position and leadership roles to maximize both academic and residence hall retention of undergraduate students.
• Develop a thorough understanding of the StarRez occupancy management system and provide assistance to students as they navigate various room selection and assignment processes.
• Oversee staff development and student programming budgets for the complex totaling approximately $7,000-$10,000 and department initiative budgets in excess of $10,000.
• Assess student behavior and formulate response (educational and student conduct) to student concerns. Maintain effective outreach and referral efforts for long-term crisis recovery or mental health concerns. Effectively implement University and department protocols related to Sexual Misconduct response. Educate staff and students about the University Code of Conduct, Residence Hall Regulations, and fire and safety codes. Identify student behavior trends and initiate complex-level interventions and preventative steps.
• Provide Residence Life & Housing staff members with direction in day-to-day operations management for the residential complex: Opening and closing of halls, key and security systems management, custodial and maintenance issues, and room change process.
• Advocate for the student experience in their living environment. Provide input on long-term facilities programs and projects. Make recommendations for modifications and facility renovations. Effectively respond to facility emergencies.
• Consult with University of Delaware Division of Student Life offices as well as University Police and Facilities & Auxiliary Services, to directly and indirectly address student and parent concerns, provide referrals and help facilitate programming opportunities for students.
• In conjunction with Residence life & Housing Communications Specialists, oversee and direct efforts to communicate complex initiatives and department priorities to residence hall students via various complex-specific social media and communication platforms.

Department Contributions:
• Directly contribute to the creation and achievement of a department vision and strategic plan. Implement department short and long range goals and initiatives.
• Provide leadership and coordination for one or more department-wide functional responsibilities. Serve as chair of department-wide and First-Year or Upper-Division project teams and committees, and lead improvement efforts based on assessment findings.
• Fully engage in competency-based professional development and growth experiences in order to maintain current knowledge of student development and student learning research, theory and practices that best serve the needs of students. Actively work to translate theory to practice in the residence hall environment. Engage in scholar-practitioner practices to further skills and strategies in the area of student learning through engagement.
• 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. May also serve as independent study instructor for UNIV 321 and UNIV 322.
• Participate in the development of marketing plans and in the implementation of on-campus housing marketing strategies. Actively work to reinforce Residence Life & Housing communication and branding priorities when communicating with various stakeholders, including parents, prospective and current students, and university departments.
• Recruit and participate in selection decisions for department staff including Resident Assistants, Residence Hall Coordinators, and other professional and administrative 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.
• Plan and coordinate large-scale department events. Participate in department assessment and evaluation.
• Represent the Office of Residence Life & Housing on Division of Student Life committees and at campus-wide functions.
• Serve as liaison to various University offices in order to provide a high level of service to students in special living-learning options including freshman and upper division Honors housing, academic department based initiatives, and sponsored program options. Manage residence hall public spaces in assigned area to support campus engagement initiatives.
• Lead and oversee formal assessment design, analysis, report authorship, and presentations of student engagement outcomes in a cycle of continuous, evidence-based improvement within assigned complex and upper-division or first year teams.
• Serve as a University Hearing Officer for the Office of Student Conduct and render educational and corrective sanctions, including suspension from the University, for violations of University policies.
Qualifications:

- Master's degree and two years professional experience working with college students.
- Direct experience working in a residence hall environment.
- Ability to articulate theories of learning and teaching relevant to college students.
- Commitment to and knowledge of multicultural and diversity issues.
- 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.
- Organizing and coordinating skills.
- Ability to understand university environmental sustainability initiatives and incorporate them into work tasks.
- Non-clinical front-line assessment and referral skills.
- Behavior management experience.
- Knowledge of crisis intervention techniques.
- Skill in directing and enforcing policies and regulations which pertain to campus life and to student development.
- 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.
- Ability to contribute to the creation and implementation of short and long-range department goals.
- Ability to manage multiple tasks and effectively prioritize among competing needs.
- Ability to apply learning outcome approaches, track record of utilizing assessment for improvement purposes, and the ability to convert learning theory to practice in a residential environment are preferred.