Engagement Leaders are a new and evolving role in Residence Life and Housing, working to connect resident students to opportunities for involvement, growth, service, and a wide variety of campus resources that help students become engaged and succeed at college. Engagement Leaders will take part in creating, providing, and promoting programs intended to foster resident student education, as well as providing reflection, mentorship, and support to students invested in such opportunities. Engagement Leaders will have occasional opportunities to add to a positive residential experience in the package distribution, space setup, and administrative aspects of the Engagement Centers. Furthering the mission of the Engagement Centers to compliment, reinforce, and innovate toward the mission and programs of Residence Life & Housing by fulfilling our obligation to provide opportunities and support for students to invest time and energy in educationally purposeful activities, Engagement Leaders are expected to seek student interactions to encourage participation in engagement.

Reporting directly to the Student Engagement Coordinator and indirectly to the Campus Engagement Intern, Engagement Leaders are expected to work a minimum of 10 hours per week. Engagement Leaders serve under a general charge of maintaining the programmatic and student support functions of the Engagement Centers, and will primarily be planning and managing programs, collaborating with students to individualize engagement ventures, and maintaining the Engagement Center spaces. Answering phones, responding to questions, and other administrative duties will also be assigned. This position will work in all Engagement Center spaces, including the Kent and Harrington Engagement Centers, with the Christiana Engagement Center serving as the main operation center.

Programmatic Responsibilities:
- Work with RL&H Staff, campus partners, and RSOs to develop a robust programming calendar in the Engagement Centers, including providing enthusiastic support for existing programs and generating programs in areas assigned by the Student Engagement Coordinator.
- Maintain the Engagement Centers’ calendar, preparing spaces for programming and staffing programs to assist host in successful implementation
- Plan, host, and promote 2-3 independent programs per semester that serve a dual purpose of showcasing engagement opportunities and providing an activity that will draw student participation in the Engagement Centers, such as the “Take-a-Look Tuesday” program
- Maintain excellent record keeping and program organization in coordination with the Student Engagement Coordinator to ensure an accurate calendar
- Assist in the planning and creation of an interactive, educational, and engaging space through use of the bulletin boards, walls, furniture, and other spatial resources in the Engagement Centers
- Attend to the space reservation system and programming calendar and collaborate with Desk Attendants to prepare Engagement Center spaces for programming including set up, furniture arranging, room signs, etc
Student Support Responsibilities:
- Maintain a front desk operation that provides precise and up-to-date information about events, engagement opportunities, campus resources, and community partners
- Prioritize interactions with students coming to the desk by answering questions, providing directions, and otherwise aiding students utilizing the Engagement Centers
- Seek opportunities for recognizing and utilizing opportunities for reflection with students in programming, in discussing engagement opportunities, and in transactional interactions

Engagement Coaching Responsibilities:
- Function as a mentor and engagement agent for students through one-on-one Engagement Coaching sessions, matching interest with opportunity to encourage meaningful engagement in opportunities in the Engagement Centers and beyond
- Partner with students in appointments to co-create personalized Engagement Plans, identify strategies for skill building and passion development, and make appropriate referrals
- Serve in any appointments scheduled by students during a shift and work with interested walk-in students outside of scheduled appointments

Assessment Responsibilities:
- Implement and promote assessment strategies developed by Residence Life & Housing Staff members, especially those that deal directly with the Engagement Centers
- Utilize a diverse array of assessment measures to determine outcome success and program satisfaction

Promotional Responsibilities:
- Assist in the management of the Engagement Centers social media, traditional marketing, and overall university promotional presence
- Plan, create, and manage at least one social media post per week, in an assigned effort area of engagement, program promotion, or student support
- Maintain the standards and practices of Residence Life & Housing in all promotional avenues

Administrative Responsibilities:
- Support all transactional work of the front desk including equipment distribution, package center operation, and more
- Secure, sort, distribute, and forward all U.S. mail and packages from delivery companies and maintain accurate records and data
- Maintain neat, clean, and organized mail and package rooms
- Other duties as assigned

Training/Time Commitment:
- Attend beginning year and mid-year trainings (TBD for 2016-2017)
- Attend monthly staff meetings (frequency subject to change based on need and availability)
- Attend Residence Life & Housing trainings by request
- Work a minimum of 10 hours per week, may not exceed 28 hours per week (total on campus work hours) within the working hours of the Engagement Centers
- Night and weekend work will be frequent

Qualifications:
- 2.75 GPA minimum
• Demonstrated understanding of engagement opportunities on campus and genuine interest in student engagement
• Creativity and the capacity to successfully present through public presentations and publications
• Demonstrated ability of organizational, computer and communication skills.
• Demonstrated ability to work independently and within group settings

**Compensation:**
• Engagement Leaders will be compensated at a rate of $10.00 per hour
• All trainings are compensated
• Occasional meals provided during trainings and some meetings

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