Resident Assistant Position Description  
University of Delaware  
Residence Life & Housing  
Updated November 2017

Resident Assistants (RAs) are essential members of the Residence Life & Housing team. Residence Life & Housing staff members strive to partner with residents to create inclusive communities that enhance and support the students’ overall college experience. A successful Resident Assistant is committed to actively engaging with students and building positive living-learning communities within the residence halls, meets all the specifics of the Conditions of Appointment, and exemplifies the following characteristics:

1. Committed to creating inclusive communities where all individuals can reach their potential  
2. Willing to encourage residents to contribute positively to the community  
3. Maintains a genuine curiosity in understanding the perspectives of others different from themselves  
4. Excited about building new relationships and connecting genuinely with other people  
5. Demonstrates adaptability in facing and overcoming challenges

As members of the University of Delaware, RAs reflect institutional standards. As such, RAs are to abide by all university policies, state, federal, and local laws both on and off campus throughout the duration of their appointment. RAs are expected to never engage in activities on or off campus that jeopardize their credibility as staff members or activities that make the University legally vulnerable.

Overview of the Position:

Resident Assistants are valued members of the Residence Life & Housing staff. They work in a team environment with other Resident Assistants on their building and complex staff. They receive direct supervision from a Residence Hall Coordinator and are expected to work toward the mission, values, and priorities of Residence Life & Housing.

Resident Assistants will often work closely with and receive guidance and direction from the Assistant Directors for Residence Life & Housing, the Associate and Sr. Associate Directors for Residence Life & Housing and the Director of Residence Life & Housing. All team members are encouraged to develop professional relationships and communicate with all staff throughout the department.

In accordance with the Conditions of Appointment, Resident Assistants are expected to demonstrate positive personal, academic, and appointment-related behaviors at all times, both on and off campus.
Specific Responsibilities:

Active Engagement with Students:

- Be committed to student success. Get to know your residents and make yourself available to them.
- Meet regularly on an individual basis with residents on your floor throughout the year and provide assistance in helping them identify their strengths, apply those strengths to involvement opportunities, and set and reach their goals. Develop opportunities for individuals to contribute their unique talents, skills, and perspectives to the floor community.
- Encourage student participation in Residence Life & Housing initiatives such as community council and other related programs, University sponsored programs, student organizations and other activities that support the mission of the University.
- Discuss and address students’ concerns and problems, both individually and in groups. Initiate discussions about individual and group dynamics before issues manifest.
- Serve as an informed source of knowledge and referral resource to students regarding specific campus resources important to the student population of your assigned community as identified in the program plan.
- Facilitate community building through the active support of and engagement with University of Delaware spirit and pride activities.
- Play an active role in connecting residents to Residence Life & Housing Engagement Center activities and promoting the role of the Engagement Centers in supporting student success.
- Assist students as they develop active listening skills, the ability to understand the perspectives of others, and individual responsibility.
- Work as a member of staff team to support out-of-class learning opportunities.

Leadership:

- Assume ownership of your community. Work to build an inclusive community and assist students in engaging with one another and learning from commonalities, differences, and diverse ways of thinking.
- Be accessible to residents at various times throughout the day, including most nights and some weekends.
- Assist students in establishing and maintaining an environment that is conducive to academic success while supporting campus-wide opportunities that promote the development of academic success strategies.
- Work with floor members to build communication skills and engage in goal setting for the floor/area and individual rooms by facilitating the completion of community expectations and roommate agreements.
- Implement on-going community meetings that keep residents informed of necessary information, upcoming events and engage residents in meaningful, group-building activities.
- Be a visible, positive and active community member on the floor, in the building and in the complex.

Student Behavior and Crisis Response:

- Encourage students to take ownership of their community and advocate for their needs. This includes confronting excessive noise to promoting a quiet atmosphere for academic study. Develop floor environments that respect the rights and privacy of each individual.
• Participate in the duty rotation for your area, both weekends and weekdays. Frequency of
duty days is specific to each area. Duty hours are from 7:00 p.m. to 7:00 a.m. These hours
include office coverage as well as being available in the building. RAs should also utilize
this time to interact with community members throughout the building/area.
• Inform students about Residence Hall Regulations and Code of Conduct policies.
Confront students who violate policies. Follow up with students and the Residence Hall
Coordinator as necessary.
• Attend Administrative Hearings and serve as the Presenting Party for incidents you
document.
• Read and be familiar with all matters in the Student Guide to University Policies.
• Inform and update the Residence Hall Coordinator and Assistant Director of any
important floor/building occurrences and of students with possible emotional, physical
and/or mental health concerns.
• Carry out responsibilities and maintain composure in emergency and other crisis situations.

Professional Development and Training:

• Attend and contribute to all development and training programs including August training,
mid-year training, on-going development programs, staff meetings, staff retreats, UNIV
320, as well as other meetings as required. Please note that many of these sessions occur at
night or on weekends.
• Be actively engaged in understanding yourself and understanding others. This includes
promoting and actively participating in university opportunities designed to increase
understanding of the perspectives of others.
• Establish and maintain a positive and supportive working relationship with your supervisor
and other members of your staff team.
• Attend and participate in all weekly staff meetings and individual supervision meetings.
Seek out feedback and development opportunities to enhance your effectiveness as a
Resident Assistant.
• Participate in the selection processes for staff members at all levels.

Administrative Duties:

• Execute administrative functions of the position so that colleagues and students can
maximize their ability to benefit from the living-learning environment. This includes
completing all required administrative tasks in a timely and accurate manner, promptly
posting signs, regularly updating bulletin boards, and identifying and reporting
maintenance concerns in common areas.
• Assume duties in opening and closing of residence halls at the beginning and the end of
each semester, during fall and spring break periods, and during winter session.
• Distribute U.S. and Campus Mail on a scheduled rotation. Mail is distributed daily
however frequency of mail duty for individual RAs is specific to each area.
• Assume additional responsibilities as assigned by the Residence Hall
Coordinator, or other Residence Life & Housing staff member.

Hiring Qualifications:

• Resident Assistants must have completed a minimum of 24 credits by the start of
appointment and have a minimum of a 2.2 cumulative GPA. RAs must have been an
active member of a residence hall community for at least one semester before starting
appointment.

- Any Code of Conduct infractions will be considered prior to offer of appointment. Any infractions that occurred within twelve months prior to the start of appointment or active sanctions could deem a candidate ineligible.
- Positions are only open to students enrolled in the undergraduate colleges of the University of Delaware. All staff members must be fully matriculated in a degree granting program. Continuing education students and graduate students are not eligible for RA appointment.

Compensation:

Current compensation for RAs includes a room fee waiver and a stipend. The stipend for a first year RA in 2017-2018 is $4,428. Stipends increase each year (up to a maximum of 3 years) for staff members that are allowed to return to the position.

If you currently receive financial aid, you should be aware that securing appointment as a Resident Assistant may affect your financial aid package. You should contact Student Financial Services to determine the specific impact this position may have on you.

Assignments:

RAs are assigned to specific residence halls based on a number of factors including staffing needs, candidate strengths, and the needs of the student population.

Notice of Non-Discrimination, Equal Opportunity and Affirmative Action
The University of Delaware does not discriminate on the basis of race, color, national origin, sex, disability, religion, age, veteran status, gender identity or expression, or sexual orientation, or any other characteristic protected by applicable law in its employment, educational programs and activities, admissions policies, and scholarship and loan programs as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes and University policies. The University of Delaware also prohibits unlawful harassment including sexual harassment and sexual violence. Inquiries or complaints may be addressed to:

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