Resident Assistant Position Description
University of Delaware
Office of Residence Life & Housing

Resident Assistants (RAs) are essential members of the Office of Residence Life & Housing team. Supervised directly by a Residence Hall Coordinator, the RA is expected to work toward the accomplishment of the goals and objectives of the Office of Residence Life & Housing. 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 emotionally, socially, intellectually, physically, and culturally.
2. Willing to encourage residents to act as positive community members.
3. Curious about themselves and others.
4. Able to connect with residents genuinely and significantly.

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 Office of 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 an Area/Complex Coordinator.

Resident Assistants will often work closely with and receive guidance and direction from the Assistant Directors for Residence Life & Housing, the Associate Directors for Residence Life & Housing and the Executive 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, Resident Assistants support individual students and contribute to the entire residence hall community by:

- Getting to know their residents and developing positive and caring personal and community relationships.
- Taking a caring approach in interactions with community members.
- Helping residents understand their rights and responsibilities as productive community members by explaining, abiding by and enforcing policies and procedures.
- Providing opportunities and assistance for student involvement and engagement.
Specific Responsibilities:

Active Engagement with Students:

- Be committed to student success. Be available to and get to know your residents.
- Have ongoing conversations with the residents on your floor throughout the year and assist new students as they join the floor community. Maintain positive peer-leader relationships and support the goals of your residents. Develop opportunities for individuals to contribute their unique talents, skills, and perspectives to the floor community.
- Discuss and address students' concerns and problems, both individually and in groups. Initiate discussions about individual and group dynamics before issues manifest. When appropriate, refer students to the support services available on campus such as: Academic Services, Registrar, Scholarships and Financial Aid, Student Health Service, Counseling Center, Dean of Students Office, Center for Black Culture, Student Centers, Career Services Center, and others.
- Be accessible to residents at various times throughout the day, including most nights and some weekends.
- Assist students as they develop interpersonal skills and individual responsibility.
- Encourage student participation in Complex Community Councils, University sponsored programs, student organizations and other activities that support the mission of the University.
- Work as a member of staff team to support out-of-class learning opportunities.

Leadership:

- Build an inclusive community and assist students in engaging with one another and learning from commonalities, differences, and diverse ways of thinking.
- 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 in goal setting for the floor/area by facilitating the establishment of community expectations.
- 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 confront excessive noise to promote 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/complex. 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 Area/Complex Coordinator 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, complex meetings, complex retreats, UNIV 320, as well as other meetings as required. Please note that many of these sessions occur at night or on weekends.
- Maintain an active engagement toward understanding yourself and understanding 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 and 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 as well as during vacation periods.
- 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, Area/Complex Coordinator or other Residence Life & Housing professionals.

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 at the time of application. 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 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 2014-2015 is $4,214. 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 the Office of Scholarships & Financial Aid to determine the specific impact this may have on you.

Assignments:

RAs are assigned to specific residential complex staffs based on a number of factors including staffing needs, candidate strengths, and the needs of the student population; however, individual preferences are also taken into consideration.

The University of Delaware is an equal opportunity employer and will not discriminate against any employee or applicant on the basis of age, color, disability, gender, national origin, race, religion, sexual orientation, veteran status, or any classification protected by federal, state, or local law. Consistent with its obligations under federal law, each company that is a federal contractor or subcontractor is committed to taking affirmative action to employ and advance in employment qualified women, minorities, disabled individuals, special disabled veterans, veterans of the Vietnam era, and other eligible veterans.

Questions or complaints regarding this policy should be directed to the Director of the Office of Equity and Inclusion, 305 Hullihen Hall, Newark, DE 19716 or (302) 831-8063.