Position Title: Assistant Director for Residence Life & Housing
Department: Residence Life & Housing (RLH)
College/Admin. Office: Student Life
Title of Supervisor: Director
Grade: 31E

CONTEXT OF THE JOB:
Under the limited direction of the Director and under the functional direction of the Sr. Associate/Associate/Assistant Directors, lead and develop living-learning environments for multiple residence hall areas in a manner that directly contributes to the University of Delaware General Education Priorities and Objectives and advances student recruitment and retention goals of the University. As a member of the RLH Leadership Team, develop and enhance the capacity and competence of professional, graduate, and undergraduate staff within assigned residential areas through innovative training and development techniques. Assume key roles in department decision-making and coordination roles through a participative leadership approach. Annually design and assess learning outcomes and educational initiatives in the residence hall environment. Develop productive partnerships with faculty, Division of Student Life staff, Facilities staff, and other key stakeholders to enhance student success. Assume lead case management roles for high-level short and long-term student crisis and mental health situations. Assume major department-wide leadership roles in key strategic areas. 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. Position duties are fulfilled within a 24 hour, 7 day per week operation and require periodic evening and weekend time commitments.

MAJOR RESPONSIBILITIES:

Student Learning and Development:

- Assume a leadership role in the annual academic year residence hall student education program plan design and assessment process in conjunction with the Associate Director of Student Engagement and Assessment. Design and implement effective teaching and learning strategies to maximize student learning opportunities in the unique residential setting. Develop a mastery of learning outcomes based approaches in the residential environment and facilitate the actualization of the RLH educational priority and affiliated learning domains. Design learning outcomes and student learning strategies for residence hall students within scope of responsibility. Design and implement student learning, student retention, and success assessment measures to analyze the effectiveness of educational strategies within assigned residence halls.
- Assume a scholar practitioner approach within areas of responsibility. In conjunction with the Senior Associate Director for Personnel, Professional Development & Assessment, lead
and oversee formal assessment design, analysis, report authorship, and presentations of student engagement outcomes in a cycle of continuous, evidence-based improvement.

- Develop residence hall practices and programs that facilitate the success of racial, ethnic, gender-identity, sexual orientation, physical and cognitive minority students. Develop initiatives to support the goals of the department, the Division of Student Life, the Office of International Students and Scholars, the Office of Equity and Inclusion, and the Vice Provost for Diversity.
- Serve in a key leadership role as a member of the RLH Leadership Team in the evaluation and enhancement of residence hall student learning and development. Prepare and present quarterly reports on student learning initiatives.
- Assume key roles with RLH contributions to the Blue Hen Success Collaborative program in support of institution-wide student retention and success efforts.
- Enhance institutional, divisional, and departmental efforts related to UD’s Community Engagement Initiative through major leadership roles.
- 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.

**Residence Hall Leadership:**

- Supervise 5-7 Master’s level professional Residence Hall Coordinators (RHCs) in their work to enhance student learning through engagement, student led programs, and sound management of the residence halls. In alignment with department goals and needs, further the development of 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 and graduate assistants in their supervision of a Resident Assistant staff and residence hall leadership. Conduct annual performance reviews and goal setting processes.
- Coordinate on-site and front-line response to crisis situations, including those that are confidential and highly complex in nature and may be life threatening. Assume a case management role with students experiencing long-term chronic mental health or crisis recovery situations. Provide non-clinical student counseling, crisis intervention, and referral services. Direct Residence Hall Coordinator and Resident Assistant crisis response efforts. Assume University-wide on-call roles and act as primary contact and decision maker for all student crises in compliance with University protocols, State, and Federal laws.
- Assume department leadership in the Blue Hen Success Collaborative program, and other student success initiatives; to examine, respond to, and to support at-risk students and student populations. Utilize position and leadership roles to maximize both academic and residence hall retention of undergraduate students.
- Develop and administer annual administrative, student programming, and training budgets totaling approximately $85,000. Work with teams to create and monitor line allocations in accordance with the Office of the Executive Vice President and University Treasurer polices and RLH protocols.
- Maintain a thorough understanding of the StarRez occupancy management, student behavior, and staff selection systems and develop staff competencies in their use of the software.
features and department protocols. Team with technical development staff to develop enhancements to StarRez modules and reports.

- Maintain thorough and up to date knowledge of the community climate and needs of the residence halls within scope of responsibility. Assess and advocate for facility maintenance and improvement efforts. Develop productive relationship with Custodial Managers and Housing Operations leadership. Collaborate with the Associate Director for Student and Community Advocacy to identify improvements to increase the accessibility, inclusiveness, and academic nature of the residence hall.

- In conjunction with the Associate Director for Student and Community Advocacy, assess student behavior trends 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. 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 interventions.

- Provide live-in staff members with direction in day-to-day operations management for the residence halls within scope of responsibility.

- In conjunction with RLH Communications Specialists, oversee and direct efforts to communicate initiatives and department priorities to residence hall students via various 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 through chair-level leadership of various committees and project teams.

- Provide leadership and coordination for one or more department-wide functional responsibilities. Serve as chair of department-wide project teams and committees, and lead improvement efforts based on assessment findings. Represent the department on Division of Student Life and University committees.

- 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. Serve as an 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. Participate in on-campus recruitment events sponsored by UD Office of Admissions. Actively work to reinforce RLH 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.
• Design, implement, and assess major campus-wide programmatic initiatives under the direction of the Associate Director of Student Engagement and Assessment.
• Represent the Office of RLH on Division of Student Life committees and at campus-wide functions.
• Serve as a senior level University Hearing Officer for the Office of Student Conduct and render educational and corrective sanctions, including separation from the University, for violations of University policies.
• Assistant Directors of RLH will assume department leadership and development roles beyond their assigned residence hall region in one of the following 3 major areas:
  • Student Staff Selection and Development.
  • Equity and Inclusion.
  • Leadership Development.

Student Staff Selection and Development
  • Coordinate student staff selection, training, and on-going development.
  • Coordinate UNIV320, 321, 322.
  • RA development module program oversight.

Equity and Inclusion
  • Inter-culturally themed Living Learning Community growth and assessment.
  • Development and training of live-in staff on intercultural competence and welcoming and inclusive communities.
  • Develop and oversee department-wide Welcoming and Inclusive programmatic initiatives.
  • Coordinate International student support and success (including Academic Transitions program, IEW, IGS initiatives, ELI collaborations).
  • Advise First Gen Student Success Program.
  • Coordinate and oversee MLK Day of Service, Campus Day of Service, Alternative Breaks, and Weekly Service program.

Leadership Development
  • Enhance the first-year and upper-division program plans through strength-based leadership initiatives.
  • Oversee advisement of Resident Student Association (RSA) and National Residence Hall Honorary (NRHH) development and support.
  • Coordinate year-long and cumulative student recognition efforts.
  • Community Council development and advisor oversight.
  • Coordinate and oversee Resident Assistant Internship and Leadership Exploration program.
  • Partner with RLH Engagement Centers to develop leadership development and programs.
  • Develop and coordinate Student Leadership and Service Awards program.
  • General oversight of hall government support budget.
  • Student Staff Recognition program (banquet).
  • Develop and Coordinate RA Alumni Program.
QUALIFICATIONS:

- Master's Degree and four years professional experience working directly with college students in a residence hall environment, or equivalent combination of education and experience.
- Ability to apply college student learning and development theories in a residence hall setting and experience with learning outcome and assessment approaches.
- Ability to articulate theories of learning and teaching relevant to college students; the ability to convert learning theory to practice in a residential environment.
- 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.
- Ability to understand university environmental sustainability initiatives and incorporate them into work tasks.
- Behavior management experience; skill in crisis intervention, directing and enforcing policies and regulations which pertain to campus life and to student development.
- Ability to contribute to the creation and implementation of short and long-range department goals; the ability to manage multiple tasks and effectively prioritize among competing needs.
- Experience with leadership and supervision of undergraduate and professional student-affairs staff including the ability to motivate, develop, direct and train assigned staff; 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 and the ability to manage multiple tasks and effectively prioritize among competing needs.
- Effective interpersonal, communication, and presentation skills.
- Knowledge of college student support programs and services, and crisis intervention techniques and non-clinical front-line assessment and referral skills.