Resident Advisor Job Description 2019-2020

University Housing creates inclusive communities and intentional living and learning programs that engage, educate and enlighten residents, leading to academic, personal and professional success.

Consistent with the academic mission of NC State University, we strive to create positive growth environments for residents by providing programs, services, and facilities that promote educational, social and cultural development to approximately 10,000 residents living on the NC State campus.

The Resident Advisor (RA), whether in University residence halls or apartments, serves as a liaison between University Housing and residents. Under the supervision of the Community Director (CD) and/or Residence Director (RD), the RA develops community by bringing about the realization of the role of each individual within that community. Called upon to respond to changing needs and situations, the RA position is one that requires flexibility, adaptability, enthusiasm, and commitment, as well as strong administrative and peer leadership skills. The areas of responsibilities listed below are representative of the major competencies and expectations of the RA. Additional responsibilities include: serve on duty on a rotational basis, participate in campus and department committees and outreach events, attend training and development sessions, and assist with University operations during campus emergencies. Position guidelines are provided in the RA Terms of Appointment and in expectations set by supervisors.

Community Development and Engagement
- actively and regularly engage with all residents within the community including leading initiatives to assist residents in establishing and maintaining a sense of community within their residence hall or University apartment
- facilitate opportunities for residents to connect with each other and develop and maintain positive peer-to-peer relationships
- assist residents through conflict resolution including supporting the development and implementation of strategies for effective conflict resolution
- promote an inclusive environment for all residents and create initiatives to maintain an inclusive community

Residential Learning and Education
- use knowledge of community members to identify and facilitate activities and events to support residents’ success and self-discovery while enriching diverse experiences, and cultivating community engagement
- identify opportunities to promote and that support faculty-resident interactions during activities and events
- utilize residents’ feedback, data, needs, and/or involvement in planning and implementing activities and events
- inform residents of available University resources to support their success and refer residents to these resources

Role Modeling
- role model appropriate interpersonal, professional, and academic behavior that reflects positively on oneself, the staff, supervisor, department, and institution
- realize and change one’s negative behavior while accepting responsibility for one’s own actions as well as appropriately confront the same in other team members
• utilize appropriate time management skills to maintain an appropriate level of involvement with co-curricular activities, personal obligations and interests, etc. so as not to interfere with academic performance or position responsibilities
• uphold and abide by University policies and department standards and procedures
• utilize self-care resources to support yourself as needed

Diversity, Social Justice and Inclusion
• demonstrate awareness and support of the diverse needs of residents by establishing and maintaining an inclusive community
• appropriately confront residents, staff, or community members who engage in inappropriate and disrespectful dialogue and actions
• commit to learning more about others’ identities, cultures, beliefs, and values
• learn how identity and experience shape your personal perceptions and biases

Communication and Collaboration
• demonstrate appropriate communication with residents, staff, and supervisors
• listen effectively and communicate in a timely manner
• maintain confidentiality in communication when necessary
• maintain positive working and cooperative relationships with fellow students and staff members.
• demonstrate flexibility and collaboration to meet the changing needs of the community and department

Addressing Resident Behavior
• support and communicate the following to residents:
  ○ Community Standards
  ○ University Policies
  ○ University’s Code of Student Conduct
  ○ Department procedures
  ○ Local, State and Federal Laws
• follow the guidelines provided by University Housing for de-escalating, confronting and documenting incidents
• connect residents with campus partners to provide assistance and support

Emergency and Crisis Response
• follow crisis response procedures and contact appropriate staff in the event of an emergency situation, physical or psychological crisis
• effectively work with emergency and crisis management personnel, while working within the scope of your position
• appropriately document all emergency and crisis situations
• adequately respond to post-crisis needs of the affected resident(s)or community members
• monitor the environment for unsafe conditions and report safety concerns to appropriate personnel in a timely manner
• effectively communicate safety policies and practices to residents and address behaviors that create safety hazards