

Slippery Rock University
Division of Student Affairs
Office of Housing and Residence Life

COMMUNITY ASSISTANT JOB DESCRIPTION

POSITION

The Community Assistant (CA) is a paraprofessional, undergraduate student staff member of the Office of Housing and Residence Life. The CA plays a vital role in facilitating an atmosphere of community upon a specific floor, wing or building.

Through instructional, on-going training programs, the CA is exposed to informational experiences which assist him/her in fostering an environment which is conducive to the academic, social, and personal development of each of his/her residents.

This leadership position provides the Community Assistant with unique opportunities to further develop personal awareness and interpersonal communication skills vital for success in all facets of life.

QUALIFICATIONS

1. Leadership potential as evidence by previous leadership experiences, recommendations, staff evaluations and potential as perceived by the observers in the selection process.
2. High level of maturity exhibited in sound judgment, emotional stability, flexibility, and willingness to accept responsibility.
3. Strong interpersonal skills through proven ability to interact effectively with others and as perceived through the selection process.
4. Awareness of and sensitivity to various human relations issues as evidenced by behavior in the hall and interactions with others and as perceived through the selection process.
5. Good conduct standing with the University. (It should also be noted that good conduct standing is required to assuming the CA role.)
6. Academic Requirements
 - a. A minimum of fifteen (15) academic credit hours must have been completed by the end of the fall semester. Thirty (30) academic credit hours must have been completed prior to employment.
 - b. A 2.25 cumulative grade point average is required prior to assuming the Community Assistant role and must be maintained in order to continue involvement in the program. A CA must demonstrate consistent academic progress.

- c. A 2.50 cumulative grade point average is required prior to assuming the Living-Learning Community, Community Assistant role and must be maintained in order to continue involvement in the program. A CA must demonstrate consistent academic progress.
 - d. At the end of each semester, all CAs (LLC CAs included) will have their grade point average verified. Any staff member not above the minimum 2.25 or 2.50 (LLC CA) cumulative grade point average will not be permitted to continue in the Community Assistant Position without special permission from the supervisor and the Director of Housing and Residence Life. Pending approval, they will also be placed on probationary status for one (1) semester if minimum grade point requirements can be satisfied within that time period. Community Assistants are expected to be in good conduct standing with the University. A CA who is referred and placed on probation will not be considered for continuation in the CA Position until their probationary period is completed.
 - e. If at the end of the probationary semester the cumulative grade point average is not at the stated minimum, then the CA is terminated from their position.
 - f. Employees who are terminated by the Office of Housing and Residence Life are not eligible for employment with the Office of Housing and Residence Life for a period of at least two years.
- 7. Preference is given to applicants who will be enrolled full-time at the campus and who will make a commitment to Housing and Residence Life.
 - 8. Students who are graduating in December or will be involved in student teaching or in a practicum/internship in the fall or spring are not eligible for a Community Assistant position.

REMUNERATION

This will be provided yearly as an addendum, but traditionally has been similar to this:

- 1. Community Assistants are provided as part of remuneration a residence hall room for the period of employment as specified in the employment agreement. In the event of resignation or termination of employment the staff member is expected to vacate the room within 48 hours.
- 2. Monetary compensation for All Community Assistants is \$1,800.00 per semester divided into 10 pay periods per semester.
- 3. Community Assistants' rooms are usually designated as double rooms to accommodate housing needs and Community Assistants may be re-assigned based on the needs of the Office of Housing and Residence Life.
- 4. Roommates can be selected by CAs prior to any other Room Selection Process.

TERMS OF EMPLOYMENT

1. Community Assistants are REQUIRED to attend ALL training sessions. Fall training is in August, spring training is in January. Not attending will result in the termination of position.
2. The Community Assistant is responsible to and receives direct supervision from the Graduate Resident Director. From this point on, the Graduate Resident Director will be referred to as a supervisor. Indirect supervision is provided by the Assistant Director applicable.
3. The Community Assistant position is exposed to be a major priority, second only to course work. Any outside employment must be approved in advance by the Area Coordinator. If, in the Area Coordinators' opinion, the Community Assistant's job performance becomes adversely affected, the decision will be reevaluated. If a CA is approved for outside employment they cannot work more than ten hours per week.
4. Students who are graduating in December or will be involved in student teaching or in a practicum/internship in the fall or spring are **NOT** eligible for a Community Assistant position.
5. Attendance at all weekly staff meetings, workshops and/or training programs as specified by the Office of Housing and Residence Life or Area Coordinator is mandatory.
6. Employment begins at a time designated by the Director of Housing and Residence Life and officially ends with the close of the residence halls in the spring semester. Employment for subsequent years occurs through a [re-commitment process] and is contingent upon previous job performance. **Reemployment is not guaranteed.**
7. Due to the nature of the Community Assistant position, each Community Assistant is responsible, in an individual and/or team relationship, for the overall operation of a floor, wing, or apartment building and is expected to make contributions to the entire building/complex. He/she is expected to be available to students during a majority of evening hours.
8. The Community Assistant is required to work in the capacity of a Desk Assistant during duty hours (hall permitting). The CA is responsible for reading the Desk Assistant (DA) Manual. He/she must follow all procedures and policies outlined in the DA manual and receive direct supervision from the GRD.
9. The Community Assistant is to be on duty in the residence hall or complex on assigned evenings from 7:30 p.m. to 8:30 a.m. The CA must remain in his/her building/complex and be ready to respond to any emergency situation that may arise, following emergency procedures outlined in this manual. Details of Community Assistant on-duty responsibilities can be found in the Community Assistant Manual. The front desk should be aware of your location at all times in case of an emergency.
10. The CA should sleep in his/her room unless given prior approval from the supervisor of his/her building/complex. All CAs must abide by the guest policy.

11. The Community Assistant is permitted to be away from campus two weekends per month. The Community Assistant must notify the supervisor whenever leaving campus overnight. At least one-half of the total building staff must remain on campus on any given weekend.
12. The Community Assistant must demonstrate the ability to be a consistent and positive role model. The Community Assistant is expected to abide by local, state, and federal laws, as well as all University rules and regulations. Any Community Assistant found responsible for violating any aspect of the Student Code of Conduct or any policy stated in The Residential Living Guide may be relieved of all job responsibilities, privileges and remuneration, and may be required to relocate to another building or off campus. This is based on the direction of the supervisor and the Office of Housing and Residence Life.
13. Attitude is everything! It is imperative that the Community Assistant take control of their reactions in all situations. Everyone learned the concept of Choosing Your Attitude! Should a Community Assistant choose an attitude that is negatively affecting the staff, job action will be taken.

STAFF FUNCTIONS

1. The Community Assistant is to establish and maintain a close relationship with each student of the floor/wing, or building. The Community Assistant is to advise students within the limits of their capabilities on academic, social and personal matters. The Community Assistant should be aware of student problems and concerns including adjustment, homesickness, roommate conflicts, etc., and be interested in student goals and values. They should be sensitive enough to students to recognize concerns and to work with them. The Community Assistant will refer students who need assistance to the appropriate campus agencies.
2. The Community Assistant will work to create an atmosphere that is conducive to study.
3. The Community Assistant will be familiar with the University and departmental policies and regulations and be able to communicate them to students. The Community Assistant will enforce policies and provide proper documentation and follow-up, as prescribed by the Office of Housing and Residence Life and Office of Student Conduct.
4. In the case of long absences, sickness, accidents, and/or unusual behavior on the part of students, the Community Assistant is expected to report the situation immediately to the Area Coordinator.
5. The Community Assistant will support, participate and encourage resident participation in House Council and Association of Residence Hall Students in his/her area and keep close contact with the area representatives. The supervisor of each area will set specific expectations to their area.
6. The Community Assistant will act as a liaison between students on the floor/wing/apartment and the Area Coordinator.

7. The Community Assistant will assist with staff selection via the CA Recruitment Process and shall help identify and encourage potential student leaders and Community Assistant candidates within the residence area to get involved within the residence halls as well as apply for various Housing and Residence Life and Residential Facilities positions as well as encourage them to get involved on campus.

OTHER RESPONSIBILITIES

1. Housing and Residence Life views programming as a major component of the educational responsibilities of the Community Assistant and a constant effort to improve programming is expected of all staff members.
2. Community Assistants are required to actively participate in the planning, execution and evaluation of educational and social residence hall programs (each semester) under the supervision of the supervisor. Additionally, one community service project per semester, completed by each staff member, is required. Successful programming is of vital importance in the enhancement of the social, educational and developmental growth of students.
3. The Community Assistant is expected to prepare necessary reports, logs, and evaluations. This includes assisting with the maintenance of accurate student room inventory and damage records. The CA is also responsible for Health and Safety inspections, incident reports and building weekly reports.
4. The Community Assistant is required to perform other duties as assigned by his/her supervisor.
5. The Community Assistant will assist with the room selection process.
6. It is preferred that the candidate have a valid driver's license. From time to time, driving a University vehicle is necessary and student staff can be certified if applicable and interested.

Community Assistant Expectations

POSITION

The Community Assistant (CA) position requires that student employees are able to balance their role as both a student and an employee. This requires good choices in one's academic and personal life. To be effective in the core position responsibilities, the CA candidate must be able to: demonstrate they are a credible academic and personal role model, be available and approachable to a wide audience of students, be accepting and appreciative of all aspects of diversity, be willing to take leadership for facilitating a community atmosphere on their assigned floor and developing activities within the hall, demonstrate skill and competence in responding to behavioral concerns and incidents, and manage multiple administrative requirements.

PROFESSIONALISM

1. Community Assistants are paraprofessionals with the Office of Housing and Residence Life who are both directly and indirectly responsible for numerous tasks, projects, and programs that are intended to be responsive to the needs and interests of students. You will, through various methods, have impact upon individual students, student groups, colleagues and other members of the University community. You should demonstrate and improve upon the characteristics and skills that will earn you the respect of the Office of Residence Life, those with whom you work, and the SRU community.
2. As a Community Assistant, you serve as a role model for all the students in your area. You should become familiar with all aspects of, and abide by, the Student Code of Conduct and The On-Campus Living Guide. You should be conscious of being a student, attending classes, and maintaining satisfactory grades. Your behavior and attitude should reflect your position as a role model at all times.
3. As a staff member of the University, you should channel your questions, concerns, or problems regarding the University or your position appropriately. Directing concerns through your Area Coordinator will go a long way in presenting the position in a positive manner.

COMMUNICATION

1. Communication with your supervisor should occur frequently. You should plan to see them daily.
2. You should get to know all staff members on both a personal and professional level. You should be open to offering and receiving constructive feedback. Any conflict, whether interpersonal or professional, should be dealt with in a professional manner during the weekly staff meetings or in private one-on-one meetings. All staff matters are staff matters; they are not to be discussed with students or other building/complex staff. If something is bothering you about how you, your colleagues, or your Area Coordinator are working together (or anything else), you should discuss this concern early, honestly, and privately.
3. You should work to develop an effective relationship with the Area Coordinator, Desk Assistant staff, Residence Hall House Council officers, campus police, Health and Safety staff, maintenance, and housekeeping staff. If you are supportive of them, they will be supportive of you. You should channel any Desk Assistant staff problems through your Area Coordinator. You should be professional in all dealings with the above-mentioned individuals. **Never discuss problems when residents are around.**
4. Be sensitive to the University and community people with whom you talk. Always remember your role as a Community Assistant. You are always a reflection of your floor/apartment building, your staff, your building/complex, and the Office of Housing and Residence Life.

5. We are all judged by the quality of our written output. Care should be taken in writing reports and other materials shared with others.
6. Often times, information shared in discussion or in written materials is confidential and should not be shared with others. **Confidentiality is an important aspect of the Community Assistant position.** However, you have the responsibility of informing your supervisor of **ALL** matters that are occurring on your floor.
7. You should empty your mailbox at least twice a day. Any information, which needs to be posted or shared, should be done on the same daily basis. It is the expectation that you check your campus e-mail once a day.
8. You should contact your supervisor about emergency and critical situations immediately (day or night). It is better to over inform your supervisor than to not have them know what is going on in a part of the building/complex. You are the primary source of information about your floor/wing/apartment building. **(If your supervisor is not available during business hours, contact central office; after hours contact the duty phone.)** If an incident report is not warranted, you are required to complete an information report.

UTILIZING FACILITIES

1. As a Community Assistant, you are assigned a room. This room is your “HOME”! It is also a reflection of you, so please work to keep it in a neat and orderly fashion. Allow people to feel free to come in to see you but also set some guidelines for the residents to allow you “private time” in your room.
2. All staff members are to use the designated staff office and the front desk in a professional manner. Each staff member is responsible for keeping it in a clean, neat and orderly fashion.
3. The files in the office are confidential and should be treated accordingly.
4. The Resource Room should be kept clean at all times. Each staff member is responsible for keeping it in a clean, neat and orderly fashion.

EQUIPMENT/OFFICE SUPPLIES

1. You are responsible for all manuals, keys, supplies and equipment checked out to you. Please take care of this equipment, and return any materials checked out to you at the end of the year.
2. The supply budget is limited. Use your supplies with discretion. If you need more supplies, see your supervisor.

MEETINGS

1. You will have a weekly staff meeting. This meeting will last approximately one hour and is mandatory.
2. You may be assigned departmental meetings by your supervisor and the chair of the committee in which you are participating.
3. Be on time for all meetings!

AVAILABILITY

1. You should plan to be around as much as possible. This includes nights when you are not on duty.
2. There will be times when all the Community Assistant staff will have to make special efforts (and sacrifices) to be “available”.

KEYS

1. You are responsible for the keys that are given to you. DO NOT lose them. You should be conscious of where you place your keys at all times.
2. Keys other than your room key should be used in job related functions only. Always return the sub-master key immediately. Failure to comply will result in restitution and/or termination of employment. You should never key into a resident’s room unless you gain permission from the Area Coordinator or higher, or the person maintaining the duty phone you feel that someone’s life is in immediate danger. Keying into a resident’s room requires at least one other staff member is present at the time the room is opened and entered.
3. Never let anyone but the assigned residents of a room into their room. If special circumstances arise, contact your supervisor or the GRD on-call.
4. Individuals will be billed for all lost keys and any lock changes as indicated on the Employee Key Agreement.

CHECK-IN/CHECK-OUT

1. These are very critical times, and you must pay special attention to the information given to you.
2. You will be the first one to arrive and the last one to depart.

POSTING

You are responsible for the bulletin boards on your floor/building. Your boards are again a reflection of your job performance and should be done to the best of your ability. Each of the bulletin boards on your floor/building should be changed at least once a month. You are responsible for designating a posting area (within fire safety guidelines) on your floor/building. You should update the posting areas by taking down old and non-approved postings.

CAMPUS POLICE

1. When campus police officers are called in, make every attempt to contact the GRD on-call. Make sure to submit an incident report as soon as possible after the situation is under control.
2. When an officer is on the scene, the officer is in charge, work with him/her to resolve the situation in the best possible way. Never interfere with the officer's activities or withhold evidence or information.
3. If there is a problem with the manner in which the officer(s) handled the situation, report it to your supervisor.

COMMUNITY AND PERSONAL DEVELOPMENT

1. You will be expected to present social and educational programs either alone or with other staff members, which meet the needs of your wing, floor, building population, pending the approval of your supervisor.
2. You must choose your program dates and coordinate them with the rest of your staff.
3. Your supervisor must approve all of your programming ideas before you start making any plans.
4. You are expected to attend all Residence Hall House Council meetings and encourage your residents to attend those meetings as well.

COMMUNITY DEVELOPMENT

1. You will be expected to plan your activities around students' needs and concerns. You should respond to all situations with "community development" in mind.
2. You are expected to meet and greet students as they are moving onto your floor/building. Be conscious of your first impression on others. Each staff member should know the room numbers, names and something about each member of their floor by the second week of the semester. Remember we only have six weeks to make an impact.
3. You are expected to be an active member of your floor/building. This means attending and participating in as many activities, be they of an intramural, social, or educational nature, as possible.
4. You should be conscious of providing members of your floor/building with as many "rewards" as possible, i.e., posting birthdays, recognizing individual, academic or other achievements, etc.
5. You should be aware of and work toward providing the residents of your floor/building with the best living environment you can. This can be accomplished by communicating needs

and holding people accountable for actions, which detract from a constructive living environment.

CONDUCT

1. The Community Assistant must demonstrate the ability to be a consistent and positive role model. The Community Assistant is expected to abide by local, state, and federal laws, as well as all University rules and regulations. Any Community Assistant found responsible for violating any aspect of the Student Code of Conduct or any policy stated in The On-Campus Living Guide may be relieved of all job responsibilities, privileges and remuneration, and may be required to relocate to another building or off campus. This is based on the direction of the supervisor and the Office of Housing and Residence Life. You are expected to abide by all policies established for a student of Slippery Rock University
2. You should approach all disciplinary matters from an educational and developmental perspective.
3. You should submit into Symplicity any incident reports that you complete within twenty-four hours of the incident. You are expected to complete the reports and any additional documentation in an objective, professional and legible manner.
4. You are expected to understand that decisions made by those of higher authority than yourself are made with as much information as possible – some of which you may not be in the position to know. If you have a concern about any given situation, direct that concern to your supervisor.
5. The staff will uniformly enforce all Slippery Rock University rules, regulations, and policies.
6. **Attitude is EVERYTHING!** It is important that the Community Assistant take control of their reactions in all situations. Everyone learned the concept of Choosing Your Attitude! Should a Community Assistant choose an attitude that is negatively affecting the staff, job action will be taken.
7. **Academic Requirements**
 - a. **A 2.25 cumulative grade point average is required prior to assuming the Community Assistant role and must be maintained in order to continue involvement in the program. A CA must demonstrate consistent academic progress.**
 - b. **A 2.50 cumulative grade point average is required prior to assuming the Living-Learning Community, Community Assistant role and must be maintained in order to continue involvement in the program. A CA must demonstrate consistent academic progress.**
 - c. At the end of each semester, all CAs (LLC CAs included) will have their grade point average verified. Any staff member not above the minimum 2.25 or 2.50 (LLC CA) cumulative grade point average will not be permitted to continue in the Community

Assistant Position without special permission from the supervisor and the Director of Housing and Residence Life. Pending approval, they will also be placed on probationary status for one (1) semester if the minimum grade point requirements can be satisfied within that time period. Community Assistants are expected to be in good conduct standing with the University. A CA who is referred and placed on probation will not be considered for continuation in the CA position until his/her probationary period is completed.

- d. If at the end of the probationary semester the cumulative grade point average is not at the stated minimum, then the CA is terminated from their position.
- e. Employees who are terminated by the Office of Housing and Residence Life are not eligible for employment with the Office of Residence Life for a period of at least two years.

CONFIDENTIALITY

- 1. Any incident, disciplinary problem, or disciplinary sanction regarding a student is not to be discussed with any student, or in any area where the discussion may be overheard (i.e., dining hall, CA's room, Front Desk, etc.).
- 2. Any confidential information covered during staff meetings will not be discussed with any other person. Any discussions within the staff, or between a student and staff member, are not to be discussed with any other person except your supervisor.

PERFORMANCE APPRAISALS

- 1. You will have the opportunity to meet informally with your supervisor throughout the semester for mutual evaluations and comments.
- 2. Formal evaluation meetings will be held at mid-semester and at the end of the spring semester.

WORKERS' COMPENSATION

In the event of a work injury, it is your responsibility to immediately report the injury to your employer/supervisor. More information can be found on the SRU Human Resources website.

MISCELLANEOUS

- 1. **Special Assignments:** Community Assistants may be asked to perform special or ongoing tasks or task assignments.
- 2. **Problems VS Solutions:** You should make a conscious effort throughout the year to bring not only problems, but also possible solutions to your supervisor.

COMMUNITY ASSISTANT CONTRACT

Contracts will be provided yearly as an addendum.

DEPARTMENTAL DISCRETION

At the discretion of the Director, qualifications for selection may be adjusted due to unique staffing requirements.