

Resident Assistant (RA) / Neighborhood Assistant (NA)

Job Description

2021-2022

GENERAL DESCRIPTION

Resident Assistants (RA) / Neighborhood Assistants (NA) play an important role in creating community, serving as resources for other students, and being peer leaders.

Live-in Student Staff are committed, invested, and active members of the community. They provide a vital link between Colleges Housing and Educational Services (CHES) or Affiliated Residential Community Housing (ARCH) staff and the student body by utilizing training in education and curriculum dissemination, leadership, peer counseling, crisis intervention, cross-cultural communication, and activities planning.

Due to the COVID-19 global pandemic, all student staff are required to follow all health and safety protocol set forth by the World Health Organization, Center of Disease of Control, State of California, County of Santa Cruz, University of California Office of the President, UC Santa Cruz, and Colleges, Housing, and Educational Services.

MINIMUM QUALIFICATIONS

- Must have completed 1 year of college prior to the start of employment
- Must be a registered UCSC student enrolled full-time (12 units or more)
- Must be willing to fulfill student staff position for the duration of the academic year
- Maintain a 2.5 cumulative GPA from the time of application throughout employment
- Must maintain be in and remain in good student conduct standing:
 - Good student conduct standing is defined as:
 - Any incidents below disciplinary probation
 - No findings of responsibility for Sexual Violence/Sexual Harassment (SVSH) policy violations
 - Academic integrity violations may also impact eligibility
- Must pass a fingerprinting/background check
- Experience in creative problem-solving and team collaboration
- Comfortable in leadership and willingness to serve as a mentor for peers
- Ability to use authority with sound judgment
- Possesses time management and administrative skills
- Demonstrate effective communication practices, self awareness, emotional intelligence, and relationship building skills in order to successfully approach people, mediate conflict situations, and to enforce university and housing policies

SKILLS KNOWLEDGE AND ABILITIES PREFERRED:

- Experience in emergency and crisis response
- Experience in creative problem-solving and team collaboration
- Experience in a communal living environment
- Experience working with a Housing, Residential Education, or similar program
- Experience in student leadership at an institution of learning
- Experience in conflict management and conflict resolution

- Knowledge of campus resources and how those resources can be utilized
- Understanding and/or demonstrating commitment to Social Justice & Equity

COMPENSATION, TERMS & DATES OF EMPLOYMENT

- **Cumulative GPA cannot fall below a 2.5 for more than one quarter consecutively**
- The standard perquisite is in the form of a single or double in university housing and the Academic Year Room and Dining Rates. The value of this compensation is in the form of a deduction of the room and board rates during the term of employment. **Please note:** *The compensation may impact your financial aid package, including work-study funds, scholarships, and grants. Please see an advisor at the Financial Aid Office if you have questions about your individual situation.*
- The job is based on an average of 10-15 hours per week
- The job is a 10 month or 12 month appointment dependent on location. Access to a meal plan is provided when dining facilities are open.
- This job is secondary only to the staff member's academic program. The supervising Coordinator for Residential Education will provide guidance in regards to allowable time commitments (up to 10 hours) for extracurricular activities and/or employment as well as maximum academic loads. Unit approval is required for an exception.
- Dates of employment are approximately from **Tuesday, September 7, 2021 - Friday, June 17, 2022**. The supervising CRE may set additional required dates, including guidelines around leaving for and returning from breaks.

Training Requirements & Dates

Fall Training	Approximately three weeks prior to fall quarter campus move in
Move-in/Fall Welcome Week	Staff are required to be available the entire week and following weekend
Winter Training	A few days prior to winter quarter opening
Move out	Staff are required to be available during this time

Important Required Dates

Break Period	Staff are released:	Staff required to return:
Fall Break	Wednesday before the break release* **Residences remain open, RA/NA staff are required to function on-call; meal compensation will be provided**	Sunday after break ends*
Winter Break	Until residences close for fall quarter, likely December 18, 2021*	Up to a few days prior to winter quarter residences opening, likely January 2nd,

	If residences remain open, RA/NA staff are required to function on-call; meal compensation will be provided	2022
Spring Break	The day winter quarter contract ends* **Residences remain open, RA/NA staff are required to function on-call; meal compensation will be provided**	The day spring quarter contract begins*
End of School Year	Monday or Tuesday after commencement*	N/A

* Start/End times based upon [Academic schedule](#)/unit needs or discretion

JOB DUTIES AND RESPONSIBILITIES

50% College Student Life Curriculum and Community Development

- Uphold and role model UCSC's Principles of Community and the college's/ARCH unit's mission statement
- Develop a safe and academically conducive residential environment
- Maintain visibility and accessibility to residents
- Provide conflict mediation, peer counseling, and encourage responsible behavior
- Fulfill all curricular requirements as outlined by College/ARCH unit and/or supervisor including building appropriate relationships with residents
- Support and assist with Welcome Week/Fall Orientation/First 6 Weeks experiences
- Attend and support unit and university-sponsored programs (e.g., college nights, MLK Convocation, commencement, etc.), as assigned by your supervisor
- Serve as point of contact for resource referrals, resource information dissemination, and community connection
- Demonstrate competency around aspects of identity and difference
- Maintain privacy and objectivity when working with students

25% Training & Meetings

- Attend all required staff training(s)
- Attend weekly Monday night staff meetings throughout the year (7:00pm-9:00pm)
- Attend one-on-one meetings with supervisor at regularly scheduled times
- Have valid Mental Health First Aid certification throughout term of employment (courses offered spring quarter or during fall training pending unit decision)
- Participate in one professional development training, conference, or workshop outside of Fall training that will aid in development within your role (i.e., Northern Student Leadership Drive-in conference, Practical Activism, Students of Color Conference, CPR/First Aid/First Responder certification, etc.)
 - If applicable, attend assigned committee meetings and/or meetings with other campus residential staff

- Complete Cybersecurity, FERPA, CANRA, UC Sexual Violence, and Sexual Harassment Prevention Training and other University required training
- Provide conflict mediation, peer counseling, and encourage responsible behavior

15% Safety, Security, Policy Enforcement & On-Call Rotation

- Uphold, enforce and educate on all housing and university policies
- Uphold, enforce and educate on all health and safety protocol set forth by the World Health Organization, Center of Disease of Control, State of California, County of Santa Cruz, University of California Office of the President, UC Santa Cruz, and Colleges, Housing, and Educational Services
- Participate in an on-call rotation as assigned including coverage during extension or break periods
- Adhere to all housing and university policies and applicable state/federal laws
- Respond to and report emergency situations and assist with emergency procedures when necessary
- Provide lock-out, emergency, and other assistance to residents as appropriate
- Provide crisis intervention, referrals and seek assistance when necessary
- Report all policy violations via an incident report (IR) within 24 hours
- Maintain security of keys and door access cards
- Serve as a Mandated Reporter; fulfill all documentation and reporting requirements as outlined in the Clery Act (Campus Security Authorities - CSA) and the Child Abuse and Neglect Reporting Act (CANRA)
- Report all acts of bias as identified in the university's Hate/Bias policy

10% Administrative Duties

- Maintain regular communication with supervisor and check UCSC email, room phone, and office mailbox and respond in a timely manner
- Follow all financial policies and procedures
- Complete all administrative tasks as assigned
- Assist with student check-in, room transfers, and check-out
- Assist with office coverage when necessary
- Distribute and update flyers from campus partners
- Track and maintain all allocated budgets
- Assist with student staff selection
- Other duties as assigned

Resident Assistant (RA) / Neighborhood Assistant (NA) Employee Request Posting 2021-2022

Skills, Knowledge, and Abilities Required: Live-in Student Staff are committed, invested, and active members of the community. They provide a vital link between the unit staff and the student body by utilizing their training in leadership, peer counseling, crisis intervention, cross-cultural communication, and activities planning skills.

Live-in Student Staff are responsible for developing and maintaining community; providing social and educational opportunities; enforcing policy, addressing safety and security issues; fulfilling administrative responsibilities; and participating as an active member of a larger staff team.

All staff must also review and abide by additional policies and specific procedures described in other documents including, but not limited to, their supervisor's expectations, University policies, Housing Contract, and all local, state and federal laws. Failure to abide by the rules and regulations may result in corrective action up to termination. If there is a need for clarification, please contact the Assistant Director of this college area and they will get back to you.

Due to the COVID-19 global pandemic, all student staff are required to follow all health and safety protocol set forth by the World Health Organization, Center of Disease of Control, State of California, County of Santa Cruz, University of California Office of the President, UC Santa Cruz, and Colleges, Housing, and Educational Services.

The following description addresses the overall duties, responsibilities and expectations of the RA/NA position. This document is by no means exhaustive and applies to the functions of the role. Detailed information will be provided during employment training.

Minimum Qualifications

- Must have completed 1 year of college prior to start of employment
- Must be a registered UCSC student enrolled full-time (12 units or more)
- Must be willing to fulfill student staff position for the duration of the academic year
- Maintain a 2.5 cumulative GPA from the time of application throughout employment
- Must be in good student conduct standing:
 - Good student conduct standing is defined as anything below probation and no findings of responsibility for Sexual Violence/Sexual Harassment (SVSH) policy violations
 - Academic integrity violations may also impact eligibility
- Must pass a fingerprinting/background check
- Experience in creative problem-solving and team collaboration
- Comfortable in leadership and willingness to serve as a mentor for peers
- Ability to use authority with sound judgment
- Possesses time management and administrative skills
- Demonstrate effective communication practices, self awareness, emotional intelligence, and relationship building skills in order to successfully approach people, mediate conflict situations, and to enforce university and housing policies

Skills Knowledge and Abilities Preferred:

- Experience in emergency and crisis response
- Experience in creative problem-solving and team collaboration
- Experience working in a Housing or Residential Education program or the like
- Experience in student leadership at an institution of learning
- Experience in a communal living environment
- Experience in conflict management and conflict resolution
- Knowledge of campus resources and how those resources can be utilized
- Understanding and/or demonstrating commitment to Social Justice & Equity

Statement of Duties:

50% College Student Life Curriculum and Community Development

- Uphold and role model UCSC's Principles of Community and the college's/ARCH unit's mission statement
- Develop a safe and academically conducive residential environment
- Maintain visibility and accessibility to residents
- Provide conflict mediation, peer counseling, and encourage responsible behavior
- Fulfill all curricular requirements as outlined by College/ARCH unit and/or supervisor including building appropriate relationships with residents
- Support and assist with Welcome Week/Fall Orientation/First 6 Weeks experiences
- Attend and support unit and university-sponsored programs (e.g., college nights, MLK Convocation, commencement, etc.), as assigned by your supervisor
- Serve as point of contact for resource referrals, resource information dissemination, and community connection
- Demonstrate competency around aspects of identity and difference
- Maintain privacy and objectivity when working with students

25% Training & Meetings

- Attend all required staff training(s)
- Attend weekly Monday night staff meetings throughout the year (7:00pm-9:00pm)
- Attend one-on-one meetings with supervisor at regularly scheduled times
- Have valid Mental Health First Aid certification throughout term of employment (courses offered spring quarter or during fall training pending unit decision)
- Participate in one professional development training, conference, or workshop outside of Fall training that will aid in development within your role (i.e., Northern Student Leadership Drive-in conference, Practical Activism, Students of Color Conference, CPR/First Aid/First Responder certification, etc.)
 - If applicable, attend assigned committee meetings and/or meetings with other campus residential staff
- Complete Cybersecurity, FERPA, CANRA, UC Sexual Violence, and Sexual Harassment Prevention Training and other University required training
- Provide conflict mediation, peer counseling, and encourage responsible behavior

- 15% Safety, Security, Policy Enforcement & On-Call Rotation
- Uphold, enforce and educate on all housing and university policies
 - Uphold, enforce and educate on all health and safety protocol set forth by the World Health Organization, Center of Disease of Control, State of California, County of Santa Cruz, University of California Office of the President, UC Santa Cruz, and Colleges, Housing, and Educational Services
 - Participate in an on-call rotation as assigned including coverage during extension or break periods
 - Adhere to all housing and university policies and applicable state/federal laws
 - Respond to and report emergency situations and assist with emergency procedures when necessary
 - Provide lock-out, emergency, and other assistance to residents as appropriate
 - Provide crisis intervention, referrals and seek assistance when necessary
 - Report all policy violations via an incident report (IR) within 24 hours
 - Maintain security of keys and door access cards
 - Serve as a Mandated Reporter; fulfill all documentation and reporting requirements as outlined in the Clery Act (Campus Security Authorities - CSA) and the Child Abuse and Neglect Reporting Act (CANRA)
 - Report all acts of bias as identified in the university's Hate/Bias policy
- 10% Administrative Duties
- Maintain regular communication with supervisor and check UCSC email, room phone, and office mailbox and respond in a timely manner
 - Follow all financial policies and procedures
 - Complete all administrative tasks as assigned
 - Assist with student check-in, room transfers, and check-out
 - Assist with office coverage when necessary
 - Distribute and update flyers from campus partners
 - Track and maintain all allocated budgets
 - Assist with student staff selection
 - Other duties as assigned

Residential Unit Unique Employment Opportunities

All of our [Colleges and Affiliated Residential Community Housing \(ARCH\)](#) units are uniquely set up to serve the community that lives therein. Across campus we have specific themes and special interest communities that range from the International Living Center to Trans Inclusive Housing, the Rosa Parks African American Theme House, African, Black, and Caribbean Community Theme Housing, the Transfer Community; this is not an exhaustive list. Working in a particular college or community will mean the percentage of tasks may shift due to the needs of the specific area.

If you have specific interest in one of these areas please be sure to indicate your interest in the qualtrics form that is required to be filled out in conjunction with this Employment Requisition form.

For specific questions about our special interest communities please reach out to lead@ucsc.edu.

Compensation, Terms & Dates Of Employment:

The standard perquisite is in the form of a single or double in university housing and the Academic Year Room and Dining Rates. The value of this compensation is in the form of a deduction of the room and board rates during the term of employment. **Please note:** *The compensation may impact your financial aid package, including work-study funds, scholarships, and grants. Please see an advisor at the Financial Aid Office if you have questions about your individual situation.*

The job is based on an average of 10-15 hours per week.

The job is a 10 month or 12 month appointment dependent on location. Access to meal plan is provided when dining facilities are open.

This job is secondary only to the staff member's academic program. The supervising Coordinator for Residential Education will provide guidance in regards to allowable time commitments (up to 10 hours) for extracurricular activities and/or employment as well as maximum academic loads. Unit approval is required for an exception.

Dates of employment are approximately from **Tuesday, September 7, 2021 - Friday, June 17, 2022**. The supervising CRE may set additional required dates, including guidelines around leaving for and returning from breaks.

Critical Events:

- RA/NA Move-in & Training: Approximately three (3) weeks prior to the beginning of the Fall Quarter
- Residential Move-in & Move-out: Staff must be available throughout and support tasks assigned
- RA/NA Move-in: August 27, 2021 OR September 3, 2021
- RA/NA Training: Approximately three weeks before move-in
- Move-in/Move-out: staff must be available
- Welcome Week: staff may be required to be available this entire week
- Fall/Winter/Spring Breaks: **if halls are open, RA/NAs are required to function on-call**
- Winter Training: Approximately two-three days prior to Winter quarter

NOTE: By submitting an application for employment for this position, the applicant authorizes the hiring agency to access their transcript for purposes of confirming enrollment status and related eligibility for student employment. If selected for employment, the successful candidate agrees to execute a suitable form provided by the hiring agency to memorialize the authorization to review the candidate's transcript.

Per the Child Abuse and Neglect Reporting Act (CANRA), this position has been identified as a Mandated Reporter. The selected candidate will be required to report known or suspected child abuse or neglect as defined by CANRA and will be required to sign a Statement Acknowledging Requirement to Report Child Abuse prior to commencing employment. CANRA Penal Codes, and related definitions, requirements, and responsibilities may be obtained here:

<http://www.leginfo.ca.gov/cgi-bin/displaycode?section=pen&group=11001-12000&file=11164-11174.3>

Employment Status

The RA position is governed by Personnel Policies for Staff Members (PPSM), and student employees are designated as Professional and Support Staff (PSS) with Casual/Restricted status. In lay terms it means that the student employee works less than fifty percent time (except for quarter breaks or during the summer during which time the student may work up to full-time), the appointment is temporary, work hours are irregular, and work is secondary to the student's academic and student life. Additionally, RAs serve at will.