

POSITION TITLE:	Resident Advisor
DEPARTMENT:	Residence Services
DIVISION:	Student Affairs and Campus Life
REPORTS TO:	Residence Life Coordinator
EMPLOYMENT:	Effective – September Expiring – April (of the following year)

BASIC FUNCTION

A Resident Advisor is an exemplary Mount Royal University student leader and role model, living within an assigned Residence community whose responsibilities include:

- Promotion of a positive Residence Life experience;
- Planning and facilitating programs for the Residence community in accordance with the programming requirements described in the Residence Life Programming Model;
- Supervision of an assigned Residence community and the mentoring and management of residents' personal safety and well-being;
- The management and enforcement of community standards;
- Assisting and referring students in academic, social, personal and disciplinary matters to the appropriate Residence Services and/or University resources;
- Performing duties as required in the general operations in both their assigned Residence Community and the greater Residence Community;
- Maintaining a high level of visibility and accessibility within both their assigned Residence Community and the greater Residence Community;
- Monitoring and reporting the physical conditions of both their assigned Residence Community and the greater Residence Community;
- Empowering residents to develop a strong and supportive community;
- Participating and/or supporting Residence Life Team initiatives;
- Demonstrate confidentiality and protect the privacy of students and sensitive information of the office.
- Please note that Residence units assigned to RAs are tied to the RA role. If, for any reason, a student is no longer in the RA role, Residence Services reserves the right to move them to any other unit or require them to move off campus as appropriate to the situation.

NATURE AND SCOPE

- The position of Resident Advisor requires an individual who is self-motivated, is capable of functioning both independently and within a group, possesses exceptional leadership skills, and is willing to commit their efforts to the enhancement of Residence Life.
- The position shall be considered the Resident Advisor's principal out-of-class activity and any competing interest(s) must be approved by the assigned Residence Life Coordinator.
- The scope of the position includes supervisory, programming, disciplinary and administrative responsibilities.
- Resident Advisors are expected to maintain a Fall semester grade point average of 2.0 and a cumulative grade point average of 2.5. Resident Advisors are expected to be enrolled as full time students and are required to inform an RLC of any changes in their student status.

RESIDENT ADVISOR JOB DESCRIPTION

- Residence Advisors must have Standard First Aid – CPR C & AED certificate before assuming duties.

DUTIES AND RESPONSIBILITIES

Promotion of Residence Life

Resident Advisors:

- Will maintain a standard of conduct which serves as a model to residents by getting involved and participating in Residence, campus, and community events.
- Must set norms with respect to residents' behaviour by positive example and enforcement.
- Will respond to the needs of residents by fostering a positive and friendly atmosphere in their community.
- Will create an atmosphere that is conducive to academic success and serve as a strong academic role model.
- Will assist residents through referrals and mediation processes as needed.
- Will provide residents with important information by convening community meetings and distributing and/or posting information as required by Residence Services.
- Will maintain positive communication with the Residence Life Staff Team, including Resident Advisors, Residence Programming Advisors, Senior Resident Advisors, Residence Life Coordinators, Residence Services Staff, and staff and faculty of Mount Royal University.

Supervision of the Residence Community

Resident Advisors:

- Participate in the RLS on-duty rotation.
- Know, observe, model, and enforce all community standards outlined in the Residence Conduct Guide.
- Are aware of their impact on the community as role models (on and off campus as well as online) for students and staff members. As such, they will demonstrate the behaviour of responsible members of the community, upholding all Residence Services policies, regulations and expectations as outlined by the Residence Life Management Team.
- Must read and be familiar with all Resident Advisor training materials, Residence Conduct Guide, Resident Advisor Contract, Programming Model any other material distributed by Residence Services.
- Ensure residents are aware of the community standards outlined in the Residence Conduct Guide by reviewing and communicating them to the students in community meetings and by personal observation and example.
- Follow the documentation and communication procedures outlined in the Residence Conduct Guide.
- Know and execute emergency procedures including evacuation procedures and advise residents of the same.
- Adhere to policy and procedural decisions made by the Residence Life Management Team and Residence Services.
- Enforce quiet hours, and 24 hour courtesy hours.
- Encourage and model courteous, respectful and inclusive behaviour.
- Are familiar with campus resources and services and be a source of information to residents, specifically in the following areas:
 - Residence Services
 - Residence programming
 - University services and campus events

RESIDENT ADVISOR JOB DESCRIPTION

- Community programming
- Maintain confidentiality in accordance with the Freedom of Information and Privacy Act and the policies of Residence Services.
- Are aware of the students in the community, including:
 - residents and work/academic related matters;
 - resident health information or personal problems;
 - roommate conflicts and behavioural issues;
 - damage, loss, or theft of property.
- Will meet and know the names of all members in their immediate community within two weeks of each semester commencing. In addition, RAs will schedule a meeting with each unit and suggest the completion of a Roommate Agreement
- Will meet with students in community twice/semester for a formal Resident Check In
- Monitor roommate conflicts and concerning resident behaviours, and assist with responses as needed.
- Report all aspects of their Residence Community to a Residence Life Coordinator, including the immediate communication of concerning resident behaviours and safety and security issues.
- Maintain appropriate relationships with the residents in their community as outlined by the Residence Life Management Team during training.

Administrative Tasks

Resident Advisors:

- Read and familiarize themselves with the Residence Contract and any other printed and web-based materials as distributed by Residence Services.
- Check standard forms of communication on a daily basis for information from Residence Services and the Residence Life Management Team.
- Submit bi-weekly log sheets to the Residence Life Coordinator.
- Post information and posters for residents as received and directed by the Residence Life Leadership Team.
- Participate in training around the use of StarRez; receive, protect and remember a StarRez password.
- Make recommendations about the state of repair and complete maintenance requests for common residence facilities within their designated areas.
- Submit programming documentation and other documentation to the Residence Programming Advisor on time as required.
- Remain in residence 24 hours after final exams end in Fall term and up to 48 hours after final exams end in Winter term (specific dates and times to be communicated as soon as possible).

Programming

Resident Advisors:

- Will facilitate programs for their community in accordance with the Residence Life Programming Model.
- Will complete the programming requirements as outlined by the Residence Life Leadership Team by developing, promoting and implementing various programming initiatives (Active/passive, pod program/ workshop, bulletin board/window display, newsletter or community meeting).
- Will support programs, events and initiatives facilitated by other Resident Advisors, the Residence Programming Advisor, Residence Activities Council or Residence Services.

RESIDENT ADVISOR JOB DESCRIPTION

Team Involvement

Resident Advisors:

- Support the work of their team and the Residence Life Staff Team as a whole.
- Know team members and share skills and expertise with them.
- Share concerns and update peers on situations that may arise in their communities for the purpose of efficient and effective response while on duty.
- Collaborate, support and challenge one another as appropriate.

Meetings and Training Sessions

Resident Advisors:

- Will attend all Residence Life Staff meetings and training sessions, including;
 - Weekly team meetings which are usually on Monday evenings
 - Monthly meetings with their Residence Life Coordinator and Senior Resident Advisor
 - All In Service training sessions throughout the year
 - One day workshop in the winter term (*Early January*)
 - The entirety of Fall Training at the end of August
- Will come prepared and on time to all meetings and training programs, ready to learn and participate in the training experience.

On Duty

Resident Advisors:

- Perform on duty shifts on a regular basis as scheduled by their Senior Resident Advisor.
- Must remain in their Residence area (East or West) during their scheduled on duty shifts.
- Will not consume any alcohol 18 hours before or for the duration of an on duty shift.
- If an on call shift change is requested, the Resident Advisor will immediately notify their Senior Resident Advisor.
 - Please note: Changing of on duty shifts is a privilege and the Residence Life Management Team reserves the right to limit the number of shift changes per semester if deemed necessary.
- Will not participate in partial on duty coverage unless with permission of the Residence Life Coordinator.
- Assume responsibility for the management of the Residence master keys, the resource room keys and access codes while on duty and other instances as required.
- Keep all information on community lists confidential and secure.
- Must complete a minimum of three rounds on “busy” nights including but not limited to Thursday, Friday and Saturday nights. On all other nights, a minimum of two rounds must be completed. The last round on a “busy” night must not begin until 1:00am whereas all other nights the final round must not begin until 11:00pm.
- Are expected to submit incident reports as necessary. Incident reports must be submitted by the end of the on call duty shift and will be necessary even when the Resident Advisor is not on duty.

Maintenance, Facilities and Housekeeping

Resident Advisors:

- Report damages, housekeeping and maintenance problems in a timely manner.
- Monitor and promote the residents’ responsibilities for cleanliness in their units and community.
- Maintain exemplary cleanliness in personal accommodations.
- Ensure prompt clean up after events and programs.

RESIDENT ADVISOR JOB DESCRIPTION

- Complete unit inspections as requested by the Residence Life Management Team (typically formal inspections happen once per semester).

Safety and Security

Resident Advisors:

- Ensure that exterior entrances to buildings are properly closed and locked at all times.
- Investigate and question non-residents in the Residence Complex.
- Promote joint responsibility in the Residence Community for individual residents' safety.
- Assist the on duty Resident Advisors, the Residence Leadership Team, Campus Security, Fire Department and other authorities as directed in emergency situations.

Other duties

Resident Advisors:

- Are responsible for aiding in the check-in and check-out processes as directed by the Residence Life Management Team and Residence Services Staff.
- Will remain in Residence until the scheduled end of their employment contract, unless otherwise authorized by the Residence Life Coordinator.
- Will consult with their Residence Life Coordinator to determine timeliness and approval for absences from Residence greater than 48 hours.
- Will consult with their Residence Life Coordinator before accepting additional part time work or volunteer opportunities.
- Be present in assigned Residence community and provide timely follow up to residents.
- Maintain regular communication with their Residence Life Coordinator, Senior Resident Advisor, Residence Programming Advisor and Residence Life Staff Team and follow up in a timely and efficient manner to requests/questions from residents, staff, the Residence Life Management Team or Residence Services.
- Assist with the Resident Advisor selection process.
- Will complete other duties as assigned by the Residence Life Management Team.

Critical Dates (subject to change)

- Training dates: Two weeks at the end of August.
- Residence Move in Day/start of contract: Early September.
- End of exams, Fall term: Residence Life Staff can leave 24 hours after final exam period ends and unit checks have been completed.
- January training date: Early January
- In the Winter term, Residence Life Staff can leave/end of contract 24 hours after final exam period ends, and unit checks have been completed, by 12:00PM. Exact date will be communicated.