Resident Adviser Position Description

The Resident Adviser (RA) is a member of The University of Toledo Office of Residence Life staff directly responsible to the Hall Director of his/her assigned building. The RA is an integral part of The University's effort to meet the educational, social, and emotional needs of students. In all activities, the RA recognizes that service to students is a top priority. The Resident Adviser position is an important student leadership position that serves as the eyes and ears of The University of Toledo residential community. Students serving as resident advisers will be expected to know and understand the rationale for University and Residence Hall policies and procedures and enforce them effectively.

Job Responsibilities

A. Developing Community

The primary role of RAs is to develop a community on their floors and throughout their building. This is accomplished through the following critical job responsibilities:

- ***Relationships*** - develop a relationship with each student on the floor and residents throughout the building, and help students adjust to their room/suitemates, floor mates, residence hall and University community. Establish mutual respect with others. Support fellow staff members and other institutional partners (custodial/maintenance, police, counselors, etc.). Staff members are responsible for maintaining, at minimum, weekly in-person contact with all individual residents on their floor.
- ***Presence*** - be present in the residence hall by being visible, available, and approachable to residents in the building, especially during evening hours. Staff members are responsible for working one 4-hour desk shift per week. (no additional compensation provided, shift will not take place during duty night)
- ***The Environment*** - foster a positive and cooperative environment that is accepting and tolerant of differences. Explain and enforce community living expectations. Help residents understand the rationale for university policies.
- ***Student Concern*** - recognize and assist students with social, personal, academic, and related concerns/needs. Effectively assess the needs of residents and respond through appropriate channels including referrals to other campus resources.
- ***Programming*** - facilitate the planning of activities and programs based on the needs and interests of residents. Encourage involvement and participation in campus activities. Specifically staff members are responsible for accompanying first-year residents to the opening convocation ceremony, and at least 3 additional campus events per semester.
- ***Conflict Resolution*** – assist in resolving conflicts, respond to inappropriate behavior, and provide assistance and leadership in emergency situations.
- ***Communication*** – inform supervisor of issues or concerns affecting or involving students in a timely manner. Maintain confidentiality
- ***Role Modeling*** –Role model ethical behavior, maintain high personal standards, and set the example for your peers. Remain in good standing with the University. Demonstrate good judgment, common sense, personal and professional balance, flexibility, and the ability to self-manage.
- ***Awareness*** - work cooperatively with building staff team (especially custodians and maintenance personnel) to ensure a clean and comfortable environment.

B. Administrative expectations

- ***Duty*** – monitoring the environment is critical to the development of a positive community and this is accomplished through duty. Staff may work at the information desk and/or perform rounds throughout the building. Staff members are required to respond between 8pm and 8am. Notify your supervisor and/or the Hall Director on Duty of emergency situations immediately. Duty rotation may require staff to walk outside between buildings during this time frame. Rotates on a regular basis among all staff members.
- ***Staff Meetings*** – Attend and actively participate in weekly staff meetings, individual meetings with your supervisor, and professional development programs (significant time commitment during August and January training sessions).
- ***Procedures*** – a variety of paperwork responsibilities that must be completed in a timely fashion.
- ***Training*** – organized sessions throughout the year where staff members are taught the skills necessary for the position. Major time commitments are necessary in August and January.
- ***Availability*** – since being present in the community is critical to success, RAs may not accept additional time commitments (including additional, non-residence life employment) unless approved by the Hall Director.
- ***Academics*** – matriculation toward a degree must be a priority and RAs are expected to maintain a 2.3 GPA and have an academic load of between 12 and 18 hours.

C. Fulfill other duties as assigned