



Resident Assistant Program

The Office of Housing and Residential Life invites new applications for the **Resident Assistant Program**. Those interested should review this document carefully and apply for the new vacant positions through the online link sent via email to all degree seekers.

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1. Overview

The Resident Assistant (RA) is a **registered university employee** who lives and interacts with his/her peers in an apartment building or area. The RA is a member of the Housing Staff and actively participates in the development of a comprehensive JCU Housing program. The RA is appointed for a specific academic semester. Reappointment is contingent upon successful job performance, requisite academic progress, favorable review by supervisor and the ongoing needs of the overall John Cabot University Housing system.

The RA position, due to its live-in nature, requires an understanding that the RA may be approached by his or her residents at any time of the day or night in order to meet residents' needs as they arise. The ability to be approachable and available on an "as needed" basis is an additional duty, in addition to the On-Call and On-Duty schedule outlined in section 3.7.

The RA will function as a resource, friend and peer advisor for residents. Therefore, availability, consistency and interpersonal skills are of the utmost importance.

The RA is expected to serve as a role model and abide by all University and Housing policies and procedures. The RA is expected to adopt the goals of maintaining a safe, secure and comfortable living/learning environment.

Resident Assistants will be provided rent-free Housing and a meal plan, corresponding to the length of the term.

2. Qualifications and Requirements

- Be enrolled as a full-time student at John Cabot University
- Be over 18 years of age
- Have and maintain a minimum cumulative Grade Point Average of 2.50
- Be in good academic, financial and conduct standing within the University and community
- Have completed at least 2 semesters at JCU by the beginning of the appointment
- Be available to live in JCU Housing
- Be legally employable by John Cabot University i.e. possess the documents necessary to work in the European Union (i.e. a valid permit to stay and codice fiscale)
- Basic knowledge or fluency in Italian is strongly recommended

3. Responsibilities

3.1. Role Model

It is essential that an RA, as a role model, possess knowledge skills, and abilities that demonstrate:

- Academic success: defined as successfully balancing the time commitment associated with the RA position and having a cumulative GPA superior to that of simply being in good academic standing as outlined by the University.
- Abiding by and enforcing all University and Housing policies and the Student Code of Conduct.
- Communicating with all residents and staff members in an open, supportive and constructive manner.
- Promoting a living/learning atmosphere that enhances education and is supportive of the exchange of diverse ideas and experiences.
- Maintaining objectivity and confidentiality in all sensitive matters.
- Building and maintaining a relationship of trust and mutual support with individual residents.
- Maintaining a professional appearance, particularly within the Housing Office.
- Maintaining a cooperative team environment and positive attitude within the Housing Staff and the John Cabot University community.

3.2. Staff and Resident Communication

- Communication and interaction between Housing Staff as well as with all residents is vital to a healthy team relationship and a viable and supportive JCU Housing community.
- RAs will attend a weekly meeting with the housing staff every Friday (or as best meets the group's needs) and provide 3 hours of time in the Housing Office per week during normal business hours, in addition to the on-duty shifts (see section 3.7).
- Regular evaluations with supervisors.
- Weekly reports to supervisor on interactions with residents and other RAs.

3.3. Programming Social Activities

The JCU Housing Office is committed to providing services that enhance the residential living/learning environment. Resident Assistants are expected to provide residents with a variety of educational, cultural, social and recreational programs. The objective is to help create and maintain a friendly environment that stimulates cooperation, personal growth and academic achievement within the JCU Housing community.

The key goals of activities programming are education, community building and encouraging peer interaction.

Resident Assistants will:

- Promote a living/learning community that enhances education in and out of the classroom.
- Introduce residents to new cultures, values, and lifestyles by providing challenging activities that lead to a supportive exchange of ideas and experiences.
- Cooperate with other groups that also organize residential/cultural/academic programs. Support campus offices and appropriate student organizations, as well as attending meetings as assigned by supervisor.
- Utilize personnel and resources available through the John Cabot University system and Rome.
- Facilitate the development of leadership, conflict management and interpersonal skills by providing opportunities for residents to plan and implement programs.

- Organize, implement and support regularly scheduled educational and community-building programs to enhance overall student development.
- File all required paperwork in a timely manner, including receipts and documentation.
- Create effective advertising for events sponsored by JCU Housing and John Cabot University.

3.4. Discipline, Rules and Regulations

The JCU Housing Staff is committed to providing an educational and developmental Housing community. Residents' safety and security is of the utmost importance and disciplinary measures are established in accordance with these priorities.

NOTE: The RA must be a role model within the JCU Housing system and adhere to these policies and procedures at all times. A violation of the Student Code of Conduct or the Housing Policies can be grounds for immediate dismissal.

RAs will:

- Gain understanding and knowledge of the policies and procedures of JCU Housing, the Housing Contract and the JCU Student Code of Conduct.
- Inform residents of policies and clarify rules and regulations.
- Address behavioral problems or situations requiring disciplinary action and file the required Incident Reports with supervisor(s) in a timely manner (within 24 hours) while maintaining objectivity and strict confidentiality regarding disciplinary issues.
- Assist in following up with student conduct as needed or per instructions of supervisor(s).

3.5. Confidentiality

RAs handle sensitive data during Orientations and throughout the semester. All personal information of students is to remain confidential and to be used for the strict and sole purpose of processing all new, incoming students. Misuse of any student personal data is illegal and could result in punishment according to Italian law and/or disciplinary action by the University.

Please be aware that by submitting this application you are giving your consent to allow the JCU Housing Office access to any personal data required to process this application and/or facilitate the Resident Assistant Program. This includes but is not limited to: name, phone number, email, events, class schedules and items status. You also give consent to allow Event Coordinators, Orientation Leaders and Housing and Student Services Orientation Assistants to view your personal data if/when necessary for the facilitation of the Resident Assistant Program and related activities.

(Privacy: Italian legislative decree n. 196 dated 30 June 2003)

Also, residential confidentiality regarding all student issues, personal and disciplinary, must be maintained. RAs will not participate in any dialogue that could be interpreted as negative or demeaning toward another staff member or resident; they will not participate in any form of gossip concerning residents and/or staff with residents, other RAs or supervisors; and they will consider the time, place and manner in which they engage in conversations. It is, however, understood that this information must be shared with the Housing Office Staff and the RA Supervisor who may advise the RA to contact residents or make the appropriate student referral.

3.6. Conflict of Interest

RAs in all instances, prior to engaging in a relationship with another staff member within the department or with a student/resident, will consult with their supervisor immediately in order to clearly determine if any potential conflict exists. Failure to report relationships to a supervisor may result in termination.

3.7. Availability

Appointed RAs must plan to work in accordance with the dates provided on their employment contract. Any additional time off within each semester shall be requested in writing and then approved by the RA Supervisor.

Due to the nature of the RA position, it is imperative that the RA be present during pre-orientation, orientation, check-out and post-inspections. Absence during any of the above-mentioned periods should be considered inconceivable and it could result in termination of the RA contract.

3.8. On-Duty Shifts

On-duty responsibilities rotate among staff according to housing needs and it is possible to rearrange/switch absence of office hours to ensure coverage. On-call and on-duty shifts are assigned as determined by the RA Supervisor. RAs may request other RAs to swap on-duty/on-call shifts if approved by the RA Supervisor.

The following is a sample table of weekly RA on-duty and on-call responsibilities. Please note that these shifts are subject to change based on office needs:

Day of the Week	On-Duty Schedule	On-Call Schedule	Coverage
Sunday and Official Holidays	17:00-00:00	12:00-09:00 next day	One RA per residence
Monday	18:00*-00:00	00:00-09:00 Tuesday	One RA per residence
Tuesday	18:00*-00:00	00:00-09:00 Wednesday	One RA per residence
Wednesday	18:00*-00:00	00:00-09:00 Thursday	One RA per residence
Thursday	18:00*-00:00	00:00-09:00 Friday	One RA per residence
Friday	18:00*-00:00	00:00-10:00	One RA per residence
Saturday	10:00-17:00	Not applicable	One RA at Gianicolo only*
Saturday	17:00-00:00	00:00-12:00 Sunday	One RA per residence
* subject to change; official hours will be confirmed during training week			

RA's Must:

- Be visible, available and approachable to residents. This means being in one's apartment on a daily and regular basis (several hours per day not including sleeping time). They must maintain significant personal contact with all residents in their living area by visiting each apartment at least once per week/every two weeks depending on RA assignment.
- Arrive early each semester for training and administrative duties related to semester preparations, Orientation and Move-In. Remain after each semester to assist with completion of all administrative tasks related to closings and Move-Out procedures.
- Please note: Extra time, effort and commitment are required during Orientation and Move-Out, vacations/breaks and other peak times.
- Attend a Weekly Meeting with the Housing Staff every Friday (or as announced). Requests to be excused from meetings during the semester will be considered by the office.
- Attend all required and scheduled RA training sessions.
- Work office and on-call duties as scheduled, including weekdays and weekends. Be available at least two weekends per month and other times as requested or scheduled.
- Notify his/her supervisor when planning trips that will take the RA away from the residence overnight.
- Please note: The University must be considered as the principle employer. Internships, second jobs, odd jobs, part-time work and involvement in outside activities are permissible only so long as they do not interfere with the RA's time, availability and efficiency. All outside employment and involvement in activities must be approved by the RA's direct supervisor upon acceptance of the Resident Assistant position.
- Resident Assistants may not take on any other work at the University or seek internships through the University.

3.9. Administration/Property Management

- Report damage and maintenance problems and follow up when appropriate.
- Conduct meetings throughout the year as determined by supervisor. Serve as a liaison between residents and John Cabot University staff.
- Know and enforce fire safety procedures and regulations.

- Establish positive working relationships with JCU Housing Staff, security guards and other JCU and Housing maintenance personnel.
- Perform extra areas of responsibility and duties as otherwise assigned by supervisor.
- Report, document and follow up on safety violations, security issues, building damages and maintenance problems.

4. Compensation

4.1. Rent-Free Housing/Discount

Resident Assistants will be provided rent-free housing throughout the full term of appointment and according to the on-duty schedule above (due to technical reasons RAs might be requested to relocate between terms).

- The RA's student account will be charged the amount for the cost of housing while subsequently re-compensated for the remaining balance through their paid salary by the University.
- Should an RA not comply with his or her assigned duties during the assigned period of employment, the discount on housing may be pro-rated and NOT credited on the student account, resulting in an outstanding balance.

5. Termination

5.1 Termination by the Office of Housing and Residential Life

RAs may be terminated from their position for unsatisfactory performance or breach of contract/agreement by the Office of Housing and Residential Life and the RA Supervisor, and will thereafter be ineligible for future employment by the Department. In the case of appointment termination or resignation, JCU Housing is not obligated to provide housing.

If before the start of the academic session for which appointed and after accepting this appointment, the RA elects not to assume his or her duties or finds that he or she cannot, it is his or her responsibility to immediately notify the Office of Housing and Residential Life and the RA Supervisor, in writing, of their resignation from their Resident Assistant position.

5.2 Rescinding RA Acceptance

If, after accepting this appointment, or after the beginning of the RA program (see Sections 3.7 and 4.1), the RA elects not to assume his or her duties or finds he or she cannot, it is his or her responsibility to immediately notify the Office of Housing and Residential Life and the RA Supervisor, in writing, that they are resigning from the RA position. Exceptional circumstances will be taken into consideration if presented in writing **NO LATER** than one month prior to the beginning of the employment period. Notification received later than this may result in housing charges being placed on the student's account.

6. Application Procedure

To apply for a Resident Assistant position, applicants must submit an online form prior to the application deadline. The link to the form will be emailed to all degree seekers on the opening day of the application process (established each semester).

For any questions, please email reslife@johncabot.edu or housing@johncabot.edu.

7. Recruitment, Selection and Appointment Process

The office will review all the applications received and selected applicants will be invited for the first round of interviews at the Housing Office or online, as appropriate.

Following the interviews, the Office will contact successful candidates to offer a position as a Resident Assistant.