



## Resident Assistant Program 2015 Spring Semester

The Office of Housing and Residential Life invites new applications for the Resident Assistant Program. Those interested should read through this application carefully and apply for the new vacant positions for the 2015 Spring Semester.

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### 1. **Overview**

The Resident Assistant (RA) is a **registered student 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 on-going 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 their 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 to 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. Those students appointed as Junior Resident Assistants will be given a discount on Housing.

### 2. **Qualifications and requirements**

- Enrolled student at John Cabot University
- All RA candidates are urged to keep a minimum cumulative Grade Point Average of 2.50
- Fluency in Italian-preferred, but not mandatory
- In good financial, academic and conduct standings within the University and community

### **3. Responsibilities**

#### **3.1. Role model**

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

- Academic success: defined as successfully balancing the time commitment associated with the 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 which 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.
- RA's will attend a weekly 2 hour meeting with the housing staff every Friday (or as best meets the group's needs) and provide up to 6 hours of time in the Housing Office per week.
- 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 which enhance the residential living/learning environment. The Housing Staff through the 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 which 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 which 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 who 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 JCU Housing and John Cabot University sponsored events.

#### **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 action is dealt with.

NOTE: The RA must be a role model within the JCU Housing system and adhere to these policies and procedures at all times. Violation 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). Maintain 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, Student Ambassadors and Housing & 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 will consider the time, place and manner in which they engage in conversations.

However, it is 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 following schedule.** Any additional time off within each semester shall be requested in writing and then approved by the RA Supervisor.

<b>Spring 2015</b>	<b>From:</b> * Monday, January 5 <sup>th</sup> 2015 - 10:00 a.m.	<b>Through:</b> * Saturday, May 23 <sup>rd</sup> 2015 - 5:00 p.m.
* dates and times may be subject to change – to be confirmed on RA contract		

NOTE: During Spring break each RA will be granted 6 consecutive days off within the break period. During this time, the housing staff will arrange for the RA shifts to be covered. Personal requests will be taken into consideration, however, the continuity of the service must always be ensured.

### On-Duty

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 Housing Staff and RA Supervisor. RAs may request other RAs to swap on-duty/on-call shifts if approved by the RA Supervisor.

Due to the nature of the RA position, it is imperial 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.

The following is a sample table of weekly RA on-duty and on-call responsibilities:

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	19:00-00:00	00:00-09:00 Tuesday	One RA per residence
Tuesday	19:00-00:00	00:00-09:00 Wednesday	One RA per residence
Wednesday	19:00-00:00	00:00-09:00 Thursday	One RA per residence
Thursday	19:00-00:00	00:00-09:00 Friday	One RA per residence
Friday	19:00-00:00	00:00-09:00 Saturday	One RA per residence
Saturday	17:00-00:00	00:00-12:00 Sunday	One RA per residence

### RAs 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 –see table above- 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 time, availability and the efficiency of the RA. All outside employment and involvement in activities must be approved by the RA's direct supervisor upon acceptance of the Resident Assistant position.

### **3.8. 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**

Rent-free housing will be provided throughout the full term of appointment and according to the on-duty schedule above (due to technical reasons RAs might be requested to relocate in between terms). Junior RAs will be given a discount on JCU housing.

- The RA's student account will be charged the amount for the housing cost, while contemporarily recredited for the same amount for the total cost of housing. Should any RA not comply with their assigned duties, the corresponding amount may be pro-rated and not credited resulting in an outstanding balance.

## **5. Termination**

### **5.1 Termination by Housing/Residential Life Office**

RA's may be terminated from their position for unsatisfactory performance or breach of contract/agreement by the Office of Housing & 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 their duties or finds that they cannot, it is their responsibility to immediately notify the Office of Housing & 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 & 4.1), the RA elects not to assume their duties or finds they cannot, it is their responsibility to immediately notify the Office of Housing & 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 the Fall 2014 move-out date, Saturday, December 13th, 2014. Notification received after this date, may result in housing charges being placed on the student's account.

## **6. Application Procedures**

### **6.1 Essay**

Interested candidates should submit, via email, a brief essay answering the following questions and items:

- A. Their reason for wanting to be a Resident Assistant
- B. A description of a situation where they gave (or were given) excellent customer care
- C. Why that situation qualified as "excellent"
- D. A proposal of an interesting and engaging social activity-the candidate could implement as a RA
- E. Brief analysis of the housing section of JCU Website
- F. Two references, see section 6.2 below

### **6.2. References**

Please name two individuals, who will provide recommendations for you if requested. We strongly suggest you choose a JCU faculty or staff member, club advisor or current employer. Please provide the following information for each recommender at the conclusion of your essay (see section 6.1.F).

Name: \_\_\_\_\_ Position: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

### **6.3. Resume/C.V.**

Please include your most up-to-date resume along with your application.

6.4. **Application form** – please see last page of this document.



**Please fill out the relevant information and submit this form to the Housing Office along with your application essay.**

(Essays may be submitted by email but a signed copy of this sheet must be received soon after)

This agreement (Sections 1-8) is a brief version of the elaborated conditions I accept when submitting my Resident Assistant Program application. Furthermore, I understand the program and/or appointment is subject to the availability of funds and may be canceled if funds are not available or if the apartment(s) are not acquired. In this case, I will be given adequate time to find new accommodations. Lastly, I am aware that I will receive the full terms and conditions of my RA duties should my application be accepted and that I will have the opportunity to review it before accepting any offer made by the Office of Housing and Residential Life.

**ACCEPTED AND AGREED TO:**

Last Name:

First Name:

Passport Number:

Issuing Agency of Passport (i.e. United States Department of State etc.):

Permanent Mailing Address:

State:

Zip:

Country:

Personal Email Address:

Current Italian Cell Phone Number:

Class Standing Fall 2014: So. Jr. Sr. Grad

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

By signing this document I give the JCU Housing Office my consent to process any personal data required to process my RA Application and possible appointment, provide and maintain my housing at JCU (*Privacy: Italian legislative decree n. 196 dated 30 June 2003*).

**RESIDENCE LIFE USE ONLY:**

Appointment Approved: \_\_\_\_\_ Date: \_\_\_\_\_

Housing Staff Signature: \_\_\_\_\_