PROLOGUE
A significant amount of the education one receives while a student at Pacific Lutheran University (PLU) takes place outside the formal classroom setting. For students in University residence halls, this learning is influenced much of the time by the personal relationships, the environment and the programs found in one’s hall. Residential Life staff members are selected because of their maturity, leadership qualities, experience and interest in working with other students and staff, and are expected to assist each student in maximizing his or her PLU experience.

As a part time member of the Division of Student Life, the residence hall staff member is the representative of the University who deals most directly with campus students on a regular basis. The role of each staff member is to develop an environment in their wing and hall which is conducive to academic achievement, good scholarship and intellectual stimulation while promoting the integration of social, emotional, life planning, political, sexual, cultural, and spiritual growth. To do all this requires energy, self-discipline and control, the ability to observe, a knowledge of resources to assist in performance of the job, effective communication skills, the ability to establish good rapport and a sense of commitment to the mission and goals of the University, Division of Student Life, Office of Residential Life and their particular staff team.

Students selected to become Resident Assistants (RAs) will be expected by their colleagues, supervisors and the Department to fulfill the duties of the position. Conversely, RAs can expect to receive ongoing training and support in order to be as successful as possible for themselves and for their residents. The following job description outlines specific responsibilities required of each member of the Residential Life Staff but in no way indicates every possible situation in which they will be called upon to serve. A designated Resident Director (RD) supervises each RA staff member. Each RD may have additional job expectations and requirements than those listed in here.

POSITION DESCRIPTION

Interpersonal Relationships

A. Availability
- Be accessible to students on a regular daily basis with an open-door policy. Consideration should be given to both number of hours and how the available hours mesh with the resident’s needs.
- Institute a system to inform students of one’s availability.
- Support, through active planning and participation, hall and wing functions.
- Eat meals with residents on a regular basis.
- Be gone from campus for no more than three weekend nights per month, and no more than five total nights per month.
- First year Resident Assistants may have up to 20 hours of commitment beyond a full time course load (12 credit hours). Returning RAs may have up to 25 hours.

B. Approachability
- Take steps to establish a positive rapport with students, especially those on your floor/wing.
- Be open to values that are different from your own, and convey this in your words and actions.
- Exhibit sensitivity and warmth.
- Respect the confidence of students and staff.

C. Community Building
- Promote a concern for the rights of students.
- Develop a sense of unity and loyalty within the wing and residence hall.
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◇ Organize and provide opportunities for your residents to get to know each other.
◇ Be aware of problems and concerns. Mediate conflicts and work to resolve problems.
◇ Hold wing meetings a minimum of once per semester during the first week of each semester.

D. Attitude
◇ Promote an atmosphere of cooperation with staff, Residence Hall Council and residents.
◇ Demonstrate interest and enthusiasm in residents, residential living and Pacific Lutheran University.
◇ Display appropriate flexibility and a positive perspective in various situations.
◇ Educate oneself on the rationale behind policies and procedures in order to communicate this to residents.

Administration and Management
A. Facility Management
◇ Communicate facility issues with Resident Director.
◇ Process Maintenance Service Requests on behalf of residents.
◇ Inform students of fire safety, security and damage issues.
◇ In conjunction with hall staff, complete Fire Safety Inspections at the beginning of each semester.
◇ Provide direction and support during emergency situations, such as building evacuation, lock-downs, and stay-in place.

B. Housing Management
◇ Understand and clearly communicate Residential Life housing policies and procedures to residents.
◇ Assist with the opening and closing of the residence halls at the beginning and end of each term.
◇ Coordinate with Resident Director check-in and check-out processes throughout the year.
◇ Process Room Condition Reports, Key Forms, and Personnel Cards in a timely manner.

C. Organized Tasks
◇ Supply written information and/or documentation as requested.
◇ Attend staff meetings.
◇ Assist Resident Director with tasks as requested.

D. Duty Expectations
◇ Responsible for duty coverage as determined on a rotating basis within each hall staff. Duty Hours for weekdays are from 6:00 p.m. to 8:00 a.m. Monday through Friday, and 6:00 p.m. Friday through 8:00 a.m. Monday for weekends and University holidays.

E. University Break Expectations
◇ Assist with duty coverage during vacation periods when residence halls are open (Thanksgiving, J-Term, and Spring Break). One staff member for each hall (two for Tingelstad) will be required to cover duty for Thanksgiving and Spring Breaks.
◇ Coordinate J-Term break coverage with staff in order to maintain a welcoming environment in the residence halls for incoming students and residents returning from study away trips. As with other breaks, one staff member (two for Tingelstad) will need to be on duty.
◇ All staff members will be required to coordinate check-in and check-out processes, staff the desk, and assist with other administrative responsibilities related to opening the hall for J-Term and Spring semester.

F. Desk Expectations
◇ Complete eight hours of desk coverage per month (four hours in Tingelstad and Foss).
Behavior and Intervention Strategies
A. Advising and Referral
   ◦ Create relationships and build community that will increase the likelihood of awareness of residents who are struggling with various situations.
   ◦ Assist students concerning academic, social, and personal needs.
   ◦ Know referral channels and opportunities to better serve students.
   ◦ Conduct Student Success and Retention Survey of all residents new to PLU at the beginning of each semester to assess needs and assist with adjustment.

B. Conflict Resolution
   ◦ Confront interpersonal and/or intergroup problems with intervention skills.
   ◦ Refer problems to appropriate offices when necessary.

C. Crisis Intervention
   ◦ Assist and control crisis situations through immediate action, sound judgment, and appropriate decisions.
   ◦ Contact appropriate offices/people in case of an emergency.
   ◦ Provide information and assist in making appropriate decisions.
   ◦ Follow-up with students and appropriate administrative staff after an incident.

D. Policy Enforcement
   ◦ Know and understand policies and procedures.
   ◦ Convey the University’s position on policy enforcement to students.
   ◦ Confront individuals whose behavior is not inline with community expectations and process all appropriate documentation through the Student Conduct System.

Leadership and Programming
A. SLIC IDEAS Programs
   ◦ Serve as a resource for programming to the wing and the residence hall.
   ◦ Develop and implement programs that reinforce PLU’s mission of educating students for lives of Service, Leadership, thoughtful Inquiry, and Care. The SLIC IDEAS model is a framework in which to program. Staff are highly encouraged to exceed the minimum requirements.
   ◦ The minimum requirements are:
     ◦ Five programs during both Fall and Spring semesters.
     ◦ One program during J-Term.
     ◦ The programs must be varied in focus and touch on each of the SLIC areas.
     ◦ One program throughout the year, must use the Faculty to Resident Connections Grant.
     ◦ Be aware of and encourage participation in campus programming.

B. Creating Community
   ◦ Provide informal opportunities and create a welcoming environment for residents to interact with each other.
   ◦ Plan and implement structured community building events such as wing dinners, game nights, etc.

C. Role Model
   ◦ Balance personal needs with organizational interest and priorities.
   ◦ Convey through words and actions an openness to different values.
   ◦ Adapt and respond appropriately to new and changing circumstances.
   ◦ Set standards and satisfactorily complete projects.
   ◦ Follow university policies and procedures.
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Maintain satisfactory academic progress. Resident Assistants must maintain a cumulative G.P.A. of no less than 2.5 in order to remain on staff. Individuals whose cumulative G.P.A. falls below the minimum may be asked to resign from the Resident Assistant position or be placed on a semester-long academic probationary period after which time the G.P.A. must meet minimum requirements.

D. Leadership Development
- Identify and help develop leadership potential in each student.
- Encourage student participation in challenging experiences.
- Refer potential leaders to appropriate offices for further development.
- Attend a minimum of one Residence Hall Council meeting per semester.

Professional Development
A. Communication
- Maintain frequent and open contact with students, staff and office personnel.
- Check for and appropriately respond to written, voice, and electronic messages daily.
- Disseminate pertinent information to appropriate administrative staff.
- Participate constructively in meetings.

B. Training and Development
- Attend required training and development meetings and retreats.
- Participate in the Staff Training and Education Program (STEP) which integrates University involvement with ongoing education and training. The minimum requirements are:
  - Five STEP credits during both Fall and Spring semesters.
  - One STEP credit during J-Term.
- Assist Staff with needs assessment and respond with creative options for growth.
- Attend optional training and development opportunities when possible.

C. University Support
- Support the University and Residential Life goals, missions, policies, and initiatives.
- Foster a strong connection of health and wellbeing to the mind, body and spirit.
- Encourage academic achievement through personal contact and programming.
- Promote personal excellence through example.

D. Volunteer Opportunities
- When possible participate as a member of Residential Life committees, task forces, focus groups, and round table discussions. Opportunities may include participating on Community Review Boards, assisting with staff selection processes, working with the Office of Admission Preview Weekends, and discussing possible departmental policy revisions.

E. Relationship with Hall Staff
- Initiate and maintain good working relationships.
- Provide feedback, help with decision making, and share the work whenever possible.
- Inform the Resident Director of hall situations and work together to resolve problems.
- Attend regular individual meetings, typically scheduled for one hour every other week, with Resident Director.
- Attend and participate in hall staff meetings, typically scheduled for two hours every week.

F. Public Relations
- Ensure accurate representation of PLU to the public.
- Maintain ethical relationships with colleagues and students.
- Represent PLU at conferences or other events as requested.
Minimum Qualifications and Position Requirements

◇ Reside on campus one semester at PLU prior to contract start date.
◇ Preference for vacant Spring Semester positions will be given to students who have completed one full year of course work at PLU.
◇ Be enrolled in a minimum of six credits per semester at PLU.
◇ Must live on campus during entire tenure of employment by Residential Life.
◇ Must follow ALL guidelines of PLU Residential Life Housing Guide & Contract including signing up for appropriate meal plan.
◇ Maintain 2.50 cumulative Grade Point Average.

This position is considered a full academic year commitment.