POSITION DESCRIPTION: RESIDENT ADVISOR

HOUSING AND DINING SERVICES, RESIDENCE LIFE
UNIVERSITY OF COLORADO at BOULDER

GENERAL:
The primary purpose of the Resident Advisor position is to help residents Connect, Grow, and Succeed. RAs connect residents to campus resources, faculty, staff and other students. RAs help residents grow through intentional one-to-one conversations that help residents feel valued and connected while challenging them to think critically, set goals, develop meaningful relationships, and become more self-reflective. These conversations, as well as RAs’ intentional efforts to follow up with residents about their choices after policy violations occur, help residents succeed at CU by helping them to create a sense of community and increasing their persistence to graduation.

The nature of the job tends to be that the Resident Advisor is a "people-oriented" person. The position requires the ability to have meaningful conversations with residents while supporting the academic mission of the university through having intentional interactions with every resident on the floor, upholding the Student Code of Conduct, and demonstrating personal integrity. The successful Resident Advisor is a person who can act calmly and effectively in emergency situations. A Resident Advisor must be accepting of all personality types and identities, must be open-minded, non-judgmental, and willing to celebrate diversity in all areas. It is important that the RA be a sensitive and empathic person, concerned with why things happen as well as what happens. The RA should have the ability to be open to change in self and others.

The Resident Advisor is a staff member of Housing and Dining Services as well as a staff member of the University and is expected to act accordingly at all times. Being a staff member, the RA is expected to strive to accomplish the objectives of Residence Life. Resident Advisor responsibilities include not only student personnel functions and residence hall administrative functions, but also the ability to confront a variety of disciplinary/behavioral situations. Additionally, the Resident Advisor position requires being responsible for interpersonal relationship development, maintaining safety and security, and enforcing the Student Code of Conduct on a floor of 12 to 50 residents, as well as being able to live in a building of approximately 200-540 students.

The Resident Advisor must be able to communicate attitudes of trust, consistency, and honesty. It is also important that the RA be a cooperative, contributing, and cohesive member of the hall staff. A Resident Advisor should know their own limitations and when to ask for help.

• We seek RAs committed to developing human potential by having intentional one-on-one conversations that accelerate the academic, interpersonal/behavioral, citizenship and leadership skills for all resident students at the University.
• We seek RAs who are committed to creating a safe and inclusive environment.
• We seek RAs who are committed to providing exceptional leadership for their residence hall communities, their staffs and Residence Life.

JOB DUTIES:

40% - 121 Conversations

• Reach out to 100% of residents during each 121 period, and have 121 conversations with at least 60% of residents each theme period. Focus on reaching out to residents who haven’t had a 121 conversation.
• Complete required reports for the 121 model conversations. Reports will be of good quality and demonstrate self-reflection and effort.
• Demonstrate strong conversational and motivational interviewing skills. Ask relevant questions during 121 conversations and encourage the resident to brainstorm solutions instead of offering the answers.
• Strategize on best ways to reach out to residents from all backgrounds and adjust interaction style based on the needs of individual residents. Recognize opportunities to follow up on resident concerns and then follow up with residents to connect them with resources, student leadership opportunities, or people with similar interests.
• Work with supervisors to address needs that arise during 121 conversations with residents, talk through 121 conversations with supervisor in one on one meetings, and bring any immediate concerns to supervisors in a timely manner.

15% - Community Center Shifts
• Work at the community center for three hours per week as a condition of the RA employment.
• Arrive on time or early for all required community center shifts.
• Greet every student during community center shifts.
• Participate in the community center programming model as a condition of the RA employment.
• Complete all paperwork, logs, and tasks assigned by supervisor in a timely manner.
• Display professionalism and wear the issued staff ID badge at every shift.
• Help students/parents/staff/faculty/visitors resolve every issue, question, or concern by connecting them with the appropriate resources.

15% - Duty Shifts
• Complete all required building rounds and complete duty reports on time.
• Pick up the phone and duty materials on time.
• Put in Fix-It orders for all observed maintenance concerns noted on building rounds.
• Engage the community while on rounds and note these interactions in duty reports.

10% - Incident Response
• Address crisis and emergency situations in a timely manner.
• Confront and document all observed and reported policy violations.
• Follow all policies and emergency response protocol.
• Communicate issues to building HD/AHD and on call staff in a timely manner.
• Follow up with residents after conduct/crisis situations in a timely manner.
• Proactively address issues of community safety and wellbeing even when not on duty, including taking initiative to approach residents who may be struggling.

10% - Required Meetings & Trainings
• Arrive on time to weekly 1:1s with HD/AHD.
• Actively participate in and attend all staff meetings (to be held on Wednesday nights from 6:00 – 8:00 PM).
• Actively participate in and attend all staff trainings (schedule will be shared during the selection process).
• Attend and participate in other required meetings, as assigned by HD/AHD.

5% - RA Leads
Each RA serves in an “RA Lead” role. RA Leads specialize in a designated area and serve as resources for their staff/residents, as well as a connection to events within the greater community.
• Meet all RA Lead requirements as designated by supervising Lead Coordinator or supervising AHD/HD.

5% - Administration
• Respond to emails in a timely manner.
• Complete high-quality bulletin boards by deadlines provided by AHD/HD.
• Communicate to HD/AHD regarding no-shows and occupancy updates.
• Submit Fix-It orders for floor and building issues.
• Communicate opening, closing, and other housing information to residents through floor meetings, emails, and bulletin boards.