



Plymouth State UNIVERSITY

Department of Residential Life and Dining Services
Plymouth, New Hampshire

COMMUNITY ADVISOR **Position Description**

The mission of Plymouth State University's Department of Residential Life and Dining Services is to provide a safe and enriching environment where our students live, learn, and grow.

The Community Advisor (CA) is a student employed by the Department of Residential Life as a para-professional to represent the Department, support the philosophy, and strive to enhance the mission of Plymouth State University and the Department of Residential Life in the daily responsibilities of the position.

The CA is primarily involved in creating a community environment that is focused on student success and student learning. The CA must be flexible and creative in meeting the needs of residents by serving as an educator, mentor, advisor, and activity programmer. This position requires a dedicated time commitment and willingness to be available and accessible to students.

The CA receives direct supervision from the Residence Director (RD) and the Assistant Director of Residential Life.

POSITION DUTIES AND RESPONSIBILITIES

A. Student Interaction

- a. Act as a role model to students. Use good judgment and be consistent and considerate in all relationships with students. Be aware of your actions so they cannot be questioned when you might have to question the actions of others.
- b. Develop a community among floor and hall members through effective availability, accessibility, interaction, outreach, and programming. This includes working to create an environment in which each student has the opportunity to make a positive contribution and where there is respect for each other. It also means creating a safe environment which values diverse people and ideas by demonstrating inclusion and intention.
- c. Identify students' social and academic needs and respond to them in a variety of means such as activities, programs, and individual/group interactions.
- d. Demonstrate effective listening skills and act as a mediator for group conflicts as needed.
- e. Encourage students to accept responsibility in dealing directly with others in an appropriate manner. Follow up on all situations brought to your attention.

B. Staff Interaction

- a. Act as a role model among staff. Use good judgment and be consistent and considerate in all relationships with other staff members.
- b. Communicate with Residence Director on what is happening on wing / floor / building through regular conversations and 1-on-1 meetings (weekly or bi-weekly for up to 1 hour).
- c. Attend and participate in weekly staff meetings, as specified by Residence Director (once a week, up to 2 hours).
- d. Work closely with custodial and maintenance personnel to help them accomplish their goals as efficiently as possible.

C. Programming/Community Building

- a. Complete the programming and community development requirements as described by the Community Development Model and your Residence Director.
- b. Use social media appropriately to advertise and promote floor and building programs.

D. Administrative

- a. Be familiar with the building you reside/work in.
- b. Keep residents and staff informed about University events by posting social media updates, newsletters, advertisements, lobby bulletin boards, and holding regular floor meetings.
- c. Complete administrative duties assigned such as room inventories, health and safety visits, lock outs, workorders, duty log, etc.

- d. Assist with check-in, check-out, room changes, etc, both by fulfilling duties efficiently and by helping explain procedures to residents.
- e. Maintain an active Plymouth State University email account. Check daily along with campus and staff mailboxes and all staff logs, as specified by Residence Director.
- f. Submit all paperwork in a complete, appropriate, and timely manner.
- g. Conduct 2-6 office hours each week depending on building assignment.

E. Duty

- a. Complete all assigned in hall duty nights (approx. 2-4 days a week and 1-2 weekends a month), as specified by Residence Director.
- b. Duty consists of two staff members being available in the Residence Hall from 8:00pm-8:00am on assigned duty nights (with the exception of weekend duty in which staff are available from 8:00pm on Friday through 8:00pm on Sunday).
- c. "Active" Duty consists of:
 1. Sunday-Wednesday: 8:00pm-12:00am
 2. Thursday: 8:00pm-1:00am
 3. Friday-Saturday: 8:00pm-2:00am
 4. On any given night, staff members may be expected to remain on "active" duty past specified times until building is considered quiet.
- d. "Active" Duty in the University Apartments is as follows:
 1. Sunday-Wednesday: 8:00pm-11:00pm- one CA remains in the Centre Lodge office while one CA serves in an on-call capacity
 2. Thursday: 8:00pm-1:00am- 2 CAs are on "active" duty
 3. Friday-Saturday: 8:00pm-2:00am- 2 CAs are on "active" duty
 - a. Additionally, the CAs on duty will provide coverage in the Centre Lodge Friday 4:00pm-8:00pm and Saturday 12:00pm-4:00pm, 4:00pm-8:00pm. While one CA is in the Centre Lodge, the other CA will serve in an on-call capacity
- e. While on duty: maintain building security and safety; confront violations of residence hall, Department of Residential Life, and Plymouth State University policies; respond to emergency situations; be available and visible to residents; maintain a positive community environment.
- f. Participate actively in assigned Safe Walk shifts.

F. Confrontation

- a. Be familiar with, abide by, and consistently and considerately enforce residence hall, Department of Residential Life, and Plymouth State University policies.
- b. Confront inappropriate behavior from residents and staff within established procedures while on duty or off, day or night.
- c. Document situations in an objective manner.
- d. All situations requiring documentations should be reported immediately, but no later than 24 hours after incident has occurred.

G. Emergency Response

- a. Be knowledgeable of emergency protocols and participate in and complete assigned duties during fire alarms, medical emergencies, etc.
- b. Respond to emergency situations quickly and appropriately.
- c. Consult with the Residence Director on problems or situations that may require prolonged or professional attention in a timely manner.

H. Liaison

- a. Act as a representative of the University and the Department of Residential Life in the residence hall and on campus for students, parents, prospective students and guests.
- b. Be familiar with campus and community resources to act as a referral agent for students.
- c. Support and provide assistance to all Department of Residential Life initiatives.

I. Personal

- a. Participate in professional/personal development opportunities both on and off campus.
- b. Seek appropriate follow-up and/or assistance regarding personal and/or professional concerns.

DEPARTMENTAL EXPECTATIONS

- Be familiar with and knowledgeable of the Student Handbook, Department of Residential Life policies, and Plymouth State University policies, including information in the Online CA Manual and the CA Resource Guide.
- Follow all policies that are set for students by both the Department of Residential Life and Plymouth State University.
- Respect and maintain confidentiality of personal and professional communication with staff and students.

- Understand and work to support the mission and purpose of the Department of Residential Life and Plymouth State University.
- Must not lend or give out staff related materials to residents (i.e., building rosters, internal staff documents, supplies, etc), as specified by Residence Director.
- Must not misuse or abuse the privilege of the building master key. This includes:
 - Removing the master key from the building.
 - Lending the master key to residents.
 - Using the master key for purposes other than to perform responsibilities of their position.
 - Other building specific expectations as specified by Residence Director.
- Time Commitments and Important Dates
 - Staff members are subject to a 24-hour on-call status. This may mean performing all aspects of position responsibilities while in the residence halls and on campus, on or off duty, day or night.
 - Staff members are required to participate in fall training one week prior to opening and spring training one week prior to spring opening.
 - Staff members are required to arrive early/stay late in order to open/close the residence hall as instructed by the Residence Director for all mid-semester breaks and holiday weekends. Exceptions must be discussed with and are at the discretion of the Residence Director.
 - Staff members are required to dedicate time as needed to effectively accomplish tasks described above.
 - Staff members are required to perform other duties as assigned by the Residence Director/Assistant Director of Residential Life.
- Outside Commitment Policy:
 - All staff members are expected to discuss all outside commitments with Residence Director (this includes extra-curricular, co-curricular, and other employment).
 - All staff members are permitted to have up to 10 hours per week of outside commitment, other than academics and the responsibilities of their position. Staff members looking to be involved in more than 10 hours per week of outside commitment must notify and discuss options with their Residence Director.
- An evaluation will be made once each semester by the Residence Director. Each CA will be allowed to participate and will be informed of all comments made about performance that are included in their personnel file.

QUALIFICATIONS

- Student of Plymouth State University:
 - Full-Time Undergraduate Student:
 - Currently enrolled in and must maintain a minimum of 12 credits per semester but not taking an overload (over 17 credits), unless approved by Assistant Director, or
 - Full-time Graduate Student:
 - Currently enrolled in and must maintain a minimum of 6 credits per semester but not taking an overload (over 9 credits), unless approved by Assistant Director, or
 - Transfer Students:
 - Currently admitted to PSU and having been a full-time student at previous institution.
 - Currently enrolled in and must maintain a minimum of 12 credits per semester but not taking an overload (over 17 credits), unless approved by Assistant Director.
- Currently hold and must maintain during employment a cumulative GPA of 2.5 or higher (2.75 for staff placed in Langdon Woods and University Apartments). Failure to maintain a semesterly GPA of 2.5 or higher (2.75 for staff in Langdon Woods or University Apartments) will result in employment probation. CAs failing to meet GPA requirements after being placed on probation will not be able to continue in the position.
- Minimum of one semester of residential living experience.
- Must not be on any form of probation within Plymouth State University conduct system at the time of application and at any time following.

COMPENSATION

- All CAs are assigned to single rooms, where available. Apartment Community Advisors have private bedrooms, but share an apartment with a roommate.
- All CAs receive a scholarship each semester in the amount of the cost of a single room. Be advised that this will most likely affect financial aid packages.
- CAs receive a stipend of approximately \$2300/year, distributed in bi-weekly paychecks. This amount is prorated based on date of hire.
- All staff members are further compensated with opportunities for personal/professional development offered through, and at the discretion of, the Department of Residential Life.