

The mission of Plymouth State University's Department of Residential Life & 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 Community Director (CD) with support from the Assistant Director and Director of Residential Life.

## Position Duties & 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 both on and off duty.
- 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 that 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 Community 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 Community 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 Community Director.
- b. Use social media to appropriately represent the residential area community.
- c. Advertise and promote floor, building, and University programs.
- d.

### D. Administrative

- a. Be familiar with the building/area 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, work orders, 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 Community Director.
- f. Submit all paperwork in a complete, appropriate, and timely manner.
- g. Conduct 3-6 office hours each week, depending on building assignment

#### **E. Duty**

- a. Complete all assigned in hall/area duty nights as specified by Community Director.
- b. While on duty: maintain building security and safety; address 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. Addressing Alleged Policy Violations and Inappropriate Behavior**

- a. Be familiar with, abide by, and consistently and considerately enforce residence hall, Department of Residential Life, and Plymouth State University policies.
- b. Address 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 Community 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 Rights and Code of Conduct, Department of Residential Life policies, and Plymouth State University policies.
- 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 (building rosters, internal staff documents, supplies, etc...).
- 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 Community 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 Panther Days and spring training one week prior to spring opening.
- Staff members are required to participate in ongoing in-service training through the year.
- Staff members are required to arrive early/stay late in order to open/close the residence hall as instructed by the Community Director for all mid-semester breaks and holiday weekends. Exceptions are at the discretion of the Community Director.
- Staff members are required to perform other duties as assigned by the Community Director/Assistant Director/Director of Residential Life.
- Outside Commitment Policy
  - All staff members are expected to discuss all outside commitments with Community 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 Community Director.
- An evaluation will be made once each semester by the Community 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 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 Director, or
- Must live on campus for at least 1 full semester prior to the start of employment as a CA.
- Currently hold and must maintain during employment a cumulative GPA of 2.5 or higher Failure to maintain a semesterly GPA of 2.5 or higher may result in job action.
- 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. University Apartment Community Advisors have private bedrooms, but may share an apartment with a roommate.
- All CAs receive a scholarship each semester in the amount of the cost of a single room in their assigned area. Be advised that this will most likely affect financial aid packages.
- CAs receive a stipend of approximately \$3000/year, distributed in bi-weekly paychecks. This amount is prorated based on date of hire. The stipend can be altered by the Director of Residential Life in certain circumstances.
- All staff members are further compensated with opportunities for personal/professional development offered through, and at the discretion of, the Department of Residential Life.