Overview of the Position:
Resident Assistants (RAs) at Mansfield University are student staff members responsible for assisting with establishing and maintaining, a positive learning environment in University residence halls, and, more specifically, being responsible for an assigned living area in the residence halls. The RA is a member of the Student Living team under Student Life and Living, reporting directly to a Residence Director (RD), indirectly to a Head Resident Assistant (HRA) within the designated residence hall, and ultimately to the Director of Student Living & Community Programs, as well as the Dean of Students.

The RA articulates the philosophy and policies of Student Life and Living and the University. RAs must comply with all policies, procedures, and conditions in the Student Code of Conduct, the Housing and Dining Agreement, the Residence Hall Handbook, and the written expectations provided in the Resident Assistant Manual.

An RA's primary responsibility is to act as a facilitator of community development in the residence halls. RAs accomplish this by organizing activities that address individual needs and interests, enforcing policies and procedures to provide a safe environment. It is our vision to purposefully engage students in their out of class educational opportunities, initiate a number of the learning experiences that enrich the intellectual life of the campus, and promote a campus environment supportive of learning.

Conditions of Employment:
- The Resident Assistant (RA) job is a live-in position, with an average amount of contact hours ranging from twenty (20) to twenty-five (25) hours a week within the residence halls. Due to varying circumstances, additional hours may be required. RA success is largely determined by the time spent on their assigned floor. This high level of presence is required in order to build positive relationships with residents, address student needs, and establish a welcoming sense of community. So as to achieve these goals, RAs are expected to adhere to the following guidelines:
  - The RA position must be the primary activity for those selected. Participation in clubs, organizations, and athletics is acceptable; however, if activities become excessive, your RD will make you aware that they are interfering with the expectations of the RA position. Outside employment needs preapproval by the RD and must not exceed ten (10) hours per week. If RA job responsibilities suffer in any way, a meeting will be set up to develop a plan of action pertaining to any outside employment situations.
  - The RA must sleep in their own room each night, unless signed out for the night. RAs should generally be in their rooms from 1:00am through 7:00am Sunday through Thursday and 2:00am through 7:00am on Friday and Saturday. The RD will ensure that the building has at least half-staff during nights/weekends.
  - Crisis response is one of the most important duties RAs perform. Therefore, excessive overnight absences may be cause for disciplinary action and/or termination. Weekend overnight absences will be limited to eight (8) overnights per semester with prior approval from the RD.

- Student Living is concerned about the academic success of its staff members. Therefore, an RA must be enrolled as a full-time student and remain in good academic standing by maintaining a cumulative quality point average of 2.5. If the RA’s QPA drops below a 2.5 (cumulative or semester), depending on circumstances, the RA may either be placed on academic probation for one semester or if QPA drops below a 2.0, termination as the RA will no longer be eligible for Work Study. The RD may also place other sanctions/restrictions as necessary.
• RAs must understand, enforce, and abide by all federal, state (civil and criminal) laws, Mansfield University and Student Life and Living policies and procedures. This includes:
  o Not selling, trading, transferring, purchasing, promoting, or possessing, in any manner, illegal drugs or possessing legal drugs without a prescription, as well as not abusing medications for which they have a prescription or that can purchased over the counter.
  o Not consuming alcohol anywhere on the campus, where alcohol is prohibited.
    ▪ Those staff members who are 21+ must comply with the Alcoholic Beverage Policy if living on or visiting a floor for those students who are 21+.
  o Understanding the Pennsylvania state laws concerning alcohol, and know that if found in violation, it could jeopardize their standing with the University and their position.
    ▪ An RA who encounters an underage resident consuming alcohol at an off campus location, should remove themselves from that location.
    ▪ It is also important for an RA to understand that if they are of age and choose to drink, they should choose to be responsible consumers of alcohol.

• Student Living expects RAs to serve as positive role models. Therefore, an RA must remain in good standing (academic, judicial, and work performance) with Mansfield University and Student Life and Living at all times during their employment. Good judicial standing includes no referral(s) or no previous substantial judicial file, but each situation considered on a case-by-case basis. RAs who fail to remain in good standing could receive sanctions, probation, and/or termination.

• Student Living will place RAs in residence halls and on floors that best suit the needs of students and the department and as needs change, RA placement could change during the academic year. Any placement changes will occur with reasonable attempts to notify the RA ahead of time, as well as providing a reason for the reassignment.

• In the interest of maintaining resident and staff safety, Student Living needs to ensure that all keys/cards are secure, never duplicated, and never lent to another person. Therefore, an RA will be responsible for the proper use and security of all duty-related keys/cards. If keys/cards are lost, the RA must notify their supervisor immediately and may be financially responsible for re-coring affected areas. In addition, the RA may receive disciplinary consequences for their behavior, which include, but are not limited to a disciplinary warning, probation, and/or termination from employment.

• In order to develop the appropriate skills and maintain positive working teams, the RA is required to attend all training sessions, assist with staff selection processes, be responsible for the information provided in the RA Manual, attend weekly staff meetings, one-on- one meetings with their RD, and in-service training sessions. Deviations from these expectations, although rarely approved, are taken into consideration on a case-by-case basis.

• It is imperative to support the academic mission of the University. RAs should be encouraging learning outside of the classroom by offering programs and opportunities that center around community development, multicultural awareness, personal development, and community service. Therefore, the RA must successfully complete the Community Development Model (CDM) requirements, as defined in the RA Manual to remain in good standing.

• RAs must maintain a high level of confidentiality in all interactions with students and staff. This may include information that is both organizational and personal. RAs are not to discuss disciplinary, academic, or personal problems with other staff members unless the imparting of information is relevant to job responsibilities and in the best interest of the student(s) involved. RAs are not able to promise a student complete confidentiality when dealing with problems or situations where there is a threat to someone’s health and safety. In these situations, RAs must seek assistance from professional staff members. RAs should not impart personal information in a location or manner that allows other persons to overhear.
• The RA understands that they are acting as an agent of Mansfield University when performing duties as an RA. These responsibilities include submission of incident reports and other written communications that may fall within the definition of student records. The RA further understands that the University’s use of such reports and communications may require the reports dissemination to various people or organizations. To the extent that such reports or communications construed as student records, the RA authorizes the University to make appropriate use of these documents as may be deemed necessary by the University.

• The RA understands that this work agreement is a general statement of duties and does not specifically cover every task or responsibility that an RA may have. This is a reasonable attempt to provide an accurate listing of general duties/responsibilities. **Student Living reserves the right to modify/amend this agreement at any time as well as assign additional responsibilities of a reasonable nature to the RA staff.** The RA understands the supervisor of their area will provide the RA with residence hall-specific expectations during each semester with which compliance is required.

• It is in best practice that RAs commit for a complete academic year. Employment is contingent upon the approval of Student Life and Living. Either party, the RA (by resignation), Student Life and Living (by termination), upon written notice, may dissolve this agreement at any time during the period of employment. If termination or resignation occurs, the RA understands that they are financially responsible for the remaining portion of the Housing and Dining Agreement. If the RA work agreement terminates, for whatever reason, before the end of the employment dates, a letter explaining the circumstances will be in the RA’s permanent employment file.

**Specific Position Responsibilities:**
Resident Assistants (RAs) at Mansfield University wear many different hats and serve in various roles on-campus. The following are some of those hats/roles:

**Community Developer** -
The Resident Assistant shall:
• Initiate general social contact in the residence halls and be open to meaningful personal discussions by being available and accessible, especially on the RA’s own floor.
• Meet and know all of the residents on their floor within the first two weeks of each semester and make a reasonable attempt to know names, room numbers and basic information about each resident by mid semester.
• Assist students with personal, social, and academic problems, including preventing and mediating conflicts in the residence hall.
• Respect and maintain appropriate staff and student confidentiality.
• Encourage personal responsibility on the part of every floor member.
• Welcome each resident at the beginning of each semester and any new residents, by providing floor and door decorations.

**Event and Activity Planner** -
The Resident Assistant shall:
• Plan, organize and implement events and activities that meet the needs of residents according to the CDM.
  o Take pictures at events for a historical account and for marketing purposes.
• Complete all programming paperwork in a timely fashion, as outlined by your supervisor (proposals, advertising, evaluations, etc.).
• Keep residents informed of University events, programs, or other important news/information by posting current information on the floor and conducting regular floor meetings.
• Become involved and encourage involvement in student organizations.
Referral Agent -
The Resident Assistant shall:
- Report all incidents, including emergencies to their supervisor while following the appropriate reporting procedures.
- Serve as liaison between residents and Student Life and Living.
- Be familiar with all campus and community resources to assist residents.

Team Member -
The Resident Assistant shall:
- Attend and participate in all staff training and in-service sessions. These dates include but are not limited to the following:
  - Student Staff Fall Training/Opening – Usually starting approximately two (2) weeks prior to the start of the fall semester (tentatively Sunday, August 11th).
  - Winter Training – Usually starting approximately 1 week prior to the start of the spring semester (tentatively Tuesday, January 7th).
- Attend all weekly staff meetings and contribute to the effective overall operation of the hall.
- Maintain professional and timely communication with direct supervisor throughout the entirety of the agreement. This includes but is not limited to weekly or bi-weekly one-on-one meetings, prompt email/phone communication, etc.
- Help develop staff community, which includes custodial/maintenance workers, student workers, and all other staff members who work in Student Life and Living. Display a positive attitude and be supportive of all staff members.
- Participate in the recruitment, selection, and training of newly hired staff members.

Administrator -
The Resident Assistant shall:
- Support in-hall opening each semester and year-end closing activities.
  - This includes temporary residence hall closures for holidays and break periods.
- Be available for special staffing assignments, including but not limited to Opening Weekend, Family Weekend, and Homecoming.
- Complete the following administrative tasks in a timely fashion: check in, check out, Occupancy Checks, Room Condition Reports (RCRs), maintenance requests, surveys, incident reports, lock out logs, equipment sign out logs, and all paperwork associated with the completion of the RA's CDM requirements, as well as other tasks assigned by your supervisor.
- Work at the front desk the assigned approximate six (6) to eight (8) hours/week, providing efficient customer service in a friendly manner.
- Maintaining two (2) open room hours/week, providing efficient customer service in a friendly manner.

University Representative -
The Resident Assistant shall:
- Represent Mansfield University and Student Life and Living in a positive manner.
  - Understand that online entities like Facebook and Twitter are in the public domain. RA profiles and content should have appropriate reflections of the role modeling expectation of the RA position. RAs must monitor their own profiles, walls, photo albums, blogs, etc. for content. This includes, but is not limited to derogatory or offensive statements, depictions of underage or excessive alcohol use, and illicit drug references.
- Act in a consistent, professional manner that refrains from inappropriate/offensive communication/behavior. RAs should not communicate negative comments/opinions regarding students, faculty/staff, or the University through spoken, written, or digital means.
- Act as a role model for other students by exemplifying the principles of the MU Creed in your behavior.
• Practice good personal hygiene and appropriate dress at all times, especially when working the front desk and on-duty.
• Keep their rooms clean and practice good general housekeeping.
• Refer all requests for information from the media to their supervisor. Do not share University-related information with the media.
• Exercise ethical decision-making skills and maintain open and honest two-way communication with supervisors regarding circumstances or issues that may affect employment or this agreement.
• Perform all job duties as assigned by the Residence Director or any member of Student Living. This may include, but is not limited to, serving as a tour guide/liaison during Admission’s Visit Days and Orientation Days, escorting University and non-University personnel throughout the residence halls, completing special tasks related to retention, RA selection and housing selection. This also includes assisting with On-Campus Marketing (OCM) Care Package delivery.
• Abide by Mansfield University’s non-discrimination policy, which prohibits and does not tolerate unlawful harassment and/or discrimination based on an individual's race, ethnicity, color, religion, sex, sexual orientation, national origin, ancestry, disability, age, veteran’s status, political affiliation or other factors.

Duty/Policy Enforcer -
The Resident Assistant shall:
• Participate in weekly and weekend building duty rotation as required.
• Duty coverage will be determined prior to the start of each semester under the direction of your supervisor. Switching duty shifts must be completed on StaffHub and must have prior permission before occurring.
• Uphold, follow, and enforce the policies of the residence halls and of the University and understand the rationale of various policies in order to maintain a respectful community in the hall and explain policies to residents.
• Confront inappropriate behaviors of residents and work to develop positive educational outcomes.
• Assist campus officials or other responsible parties elsewhere on campus when requested to do so.
• Provide factual, accurate information in incident reports within 24 hours of the incident.

Compensation:
Resident Assistants will receive the following compensation for 2018-2019 (2019-2020 still being determined):
• Housing Waiver for a private B-Unit (Student Living reserves the right to assign an RA a roommate if needed).
  o Consistent with the Housing & Dining Agreement, this agreement is for a space within a residence hall, not a specific building. Student Living reserves the rights to move residents, including RAs, to meet its responsibilities to students.
• Bi-weekly pay at the rate of $7.25 per hour for 6-8 hours each week (considered Work Study).
  o RAs will be required to clock in and out for the hours worked and then enter the hours into the eTime System in order to be paid.
  o RAs will be required to complete a FAFSA form in order to be eligible through the Work Study Program.

This compensation applies only when school is in session during the fall and spring semesters. RAs should investigate the impact their compensation may have on their financial aid and scholarship packages.

It is important to note that the responsibilities and expectations of this Work Agreement may vary depending on the nature of the floor and/or building community along with the time of year. Please note that with appropriate notification, this Agreement could be altered.