



## Residential Life & Housing

301 W. Cary St., first floor  
P.O. Box 842530  
Richmond, VA 23284-2530  
(804) 828-7666

**RA/CA  
SELECTION  
2009–2010**

**Job Description**

Resident/Community Assistants are peer helpers responsible for facilitating a high quality and academically supportive living environment in a specific residence hall area (individual floors or clusters of suites or apartments). The Resident/Community Assistants position is a 20-hour per week commitment (minimum). Remuneration consists of housing, communications fee (including cable, data, local phone and voicemail), and meal plan or stipend (depending on area). Qualifications and expectations are outlined below.

### **QUALIFICATIONS**

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1. Sophomore standing (having earned at least 24 credit hours) by date of employment, Junior/Senior standing preferred.
2. • Candidates should have a minimum cumulative GPA of 2.2 to apply
  - Candidates must have a minimum cumulative GPA of 2.5 to be hired.
  - If an RA/CA's cumulative GPA falls below 2.5 at any time, her/his RA/CA position may be terminated.
3. Candidates may not be on university or residence hall disciplinary probation.
4. Candidates may not have outstanding debts to the university.
5. RA/CAs may not hold a major office in a major student organization. (e.g., SGA, RHA, IFC).
6. The RA/CA position is for one academic year at a time. Current RA/CAs must re-apply. Re-hire is contingent upon a successful evaluation and re-application process.
7. In order to be considered for a RA/CA position you must turn in an application and complete the entire interview process.  
If you any questions or conflicts with any interview dates or times please contact Tim Coffey at [tcoffey@vcu.edu](mailto:tcoffey@vcu.edu) immediately.

### **PLEASE NOTE:**

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If an RA/CA's position is terminated at any time during the year, the individual will be responsible for repaying the corresponding portion of his /her RA/CA payment package. Additionally, termination from the RA/CA position does not constitute a valid reason to break the University Housing contract. Therefore, terminated RA/CAs will be expected to honor the terms and conditions of the University Housing contract for the remainder of the academic year.

### **RESIDENT/COMMUNITY ASSISTANTS EXPECTATIONS**

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As an employee of Residential Life and Housing, the RA/CA is expected to follow these standards of conduct in executing their responsibilities and duties and in their daily lives.

1. Read, understand and carry out the duties and responsibilities contained in the Resident/Community Assistants job description.
2. Understand and follow Federal, State, University, Residential Life and Housing, and Resident/Community Assistants policies and procedures.
3. Follow agreed-upon procedures when carrying out duties and responsibilities and enforcing policies.
4. Follow directions of Graduate Resident Directors, Coordinators of Residence Education, Housing Managers, and other university officials acting in an official capacity.
5. Practice and model standards of personal behavior that serve as a good example for residents.
6. Attend all meetings, workshops, programs, and events as required by the job description and by supervisors (See mandatory time commitments).
7. Keep supervisors informed about what is happening on the floor, in the building or area, and with the staff.
8. Refrain from using any substances, including alcohol, that can interfere with the ability to perform job responsibilities.
9. Practice confidentiality.
10. Use appropriate communication, confrontation, mediation, referral and human relations skills when carrying out responsibilities and in personal dealings with all members of the university community.



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### **RESIDENT/COMMUNITY ASSISTANTS EXPECTATIONS** *continued*

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11. Staff must provide their own telephone handset, maintain it in working order and utilize voicemail service offered by the University.
12. RA/CAs must make a full year commitment to the position.
13. Outside employment and extra curricular activities are limited to 12–15 hours per week with the permission of the Coordinator of Residence Education. These activities include, but are not limited to internships, student teaching, pledging a fraternity or sorority, and memberships/leadership positions in student organizations.
14. Successful completion of EDU 476 RA/CA Class, taught only during the Fall semester. You must attend, but academic registration is optional.

### **MANDATORY TIME COMMITMENTS**

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1. Successful completion of RA/CA class in the fall term (Tuesdays at 6 – 8:40 p.m. or Thursdays at 3:30 – 6:10 p.m.). Class time may be revised based on instructor availability.
2. Attendance at all training sessions is expected. Pre-service training in August begins two weeks prior to the beginning of the fall semester. In-service training during the year is also included in January, one week prior to the beginning of the spring semester. Required in-service training may be offered throughout the academic year.
3. Weekly staff meetings, to be determined according to RA/CA Class Schedules. These times may be revised due to departmental needs.
4. Assist with opening and closing of residence hall / areas before and after all term breaks.
5. Participation in the annual RA/CA Selection process in spring semester.
6. Participation in departmental and divisional functions including, but not limited to: Open House, Tours, Homecoming, Fall Fest, Parent's Weekend, and Welcome Week.

### **DUTIES AND RESPONSIBILITIES**

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#### **Counseling / Referral / Mediation**

1. Be available an average of at least two hours per day to the residents on the floor to assist them with issues or concerns and as outlined by the department.
2. Direct students in need of assistance to appropriate individuals, offices, and services within the VCU and Richmond communities.
3. Mediate conflicts and problem situations. Maintain and respect the confidentiality of students.
4. Encourage students to evaluate and take responsibility for their own behavior.
5. Listen to your residents; educate them in problem-solving and decision-making skills.

#### **Policy Education and Implementation**

1. Foster favorable student conduct in the student living group and the living area as a whole by communicating, supporting, and enforcing University, Residential Life and Housing, State, and Federal regulations and expectations.
2. Take appropriate disciplinary and educational actions against individuals who violate University or Residence Hall policies or who ignore the rights of others in the living area.
3. Express clear expectations about behavior, community living, and policies and procedures.
4. Perform Health and Safety Checks in student rooms as outlined by the department.



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### **DUTIES AND RESPONSIBILITIES** *continued*

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#### **Community Development / Programming**

1. Establish rapport with each resident in your living area.
2. Develop with students a concept of "community responsibility" conducive to social and educational pursuits, fostering respect for the rights of each person.
3. Educate and encourage students to confront each other to deal with problems and concerns.
4. Hold hall / area meetings as necessary or as designated by the Coordinator of Residence Education.
5. Facilitate social, educational, cultural, and recreational activities in your living area, based on the assigned residential curriculum Learning Priority.
6. Staff members will work in groups to develop and sponsor area programs or as designated by the Coordinator of Residence Education.
7. Facilitate programs designated to address the learning outcomes of the assigned residential curriculum learning priority.
8. Inform students and staff about activities sponsored by Residence Education/RHA/Area Governments/Staff.
9. Assist with open house tours of the building.

#### **Administration / On-call**

1. Complete accurately and promptly a variety of administrative tasks (e.g., rosters, weekly community reports, maintenance requests and other tasks as assigned by your supervisor).
2. Assist at check-in and check-out, performing tasks as directed.
3. Maintain current rosters and / or room / apartment inventories.
4. While on-call, the RA/CA must be available in his/ her room or building (as appropriate) such that he / she can be reached by room telephone in order to respond quickly and efficiently, and / or specified radio protocol.
5. When on-call, RA/CAs must fill out appropriate forms, enforce policies, respond to emergencies and report to supervisors, attending to any situations that arise.
6. Assist with various staff selection process via participation on interview teams.
7. Perform rounds of the building as outlined by department.

#### **Team player**

1. Keep supervisor informed about problems, concerns, activities, and issues in the living area.
2. Attend and participate in all staff meetings, workshops, programs, and events as required by the job description and supervisor.
3. Actively support staff decision and staff members.
4. Participate in evaluation procedures, including self evaluation, student evaluation, and staff evaluations.
5. Participate in mandatory training sessions (Fall and Winter) and in-service training sessions throughout the year.
6. Follow established channels of communication and supervision to voice concerns about policies, programs, and operations.
7. Perform other duties and tasks as requested.