The Resident Assistant (RA) is a member of the University Housing & Residence Life team and is responsible for the general administration, development, and implementation of Residential Education programs in the residence halls, and initial response to student needs. The Resident Assistant is responsible for providing resources and assistance that will make each residential community a place that supports and enhances all aspects of student life. A PSU Resident Assistant is a full-time student who lives within the residence halls and acts as a role model and representative of the residence hall community, University Housing & Residence Life, and other administrative departments within the University. The RA position is an academic year appointment.

The Resident Assistant term for this live-in position is September 10th, 2021 through June 12th, 2022.

The responsibilities and expectations of the Resident Assistant position are outlined in the position description and information below.

EXPECTATIONS
A. Must be enrolled as a full-time student for Fall, Winter, and Spring quarters.
B. Successfully complete at least 12 credit hours (undergraduate) or 9 credit hours (graduate) Fall, Winter, and Spring quarters.
C. Class-load limit is 16 credits (undergraduate) or 12 credits (graduate) per quarter. Exceptions to this expectation may be made by the Associate Director of Residence Life.
D. Agree to participate in no more than 8 weekly hours of extracurricular activities/work outside of the RA commitments and academic course commitments. Additional hours of work or extracurricular activities require special approval from their supervisor. RAs should also seek supervisor approval to hold any office position in a campus organization.
E. Must have at least a sophomore credit status (45 credits or more) while in the RA position.
F. Undergraduate level Resident Assistants must maintain a 2.5 grade point average (both quarter and cumulative). Graduate level Resident Assistants need to maintain a grade point average of 3.0 (both quarter and cumulative) while holding the RA position. Failing to meet this expectation at any point in the position may result in termination.
G. Must have excellent organizational skills, time management skills, written and oral communication skills, and social skills. Must excel academically. Must have comprehensive knowledge of campus resources and student transition issues.
H. Must demonstrate a passion for learning, equity and inclusion, community service and relationship building.
I. At least one year of college experience at PSU when starting the position.
COVID-19 PANDEMIC
Serving as a student leader during a global pandemic requires flexibility, clear communication, and additional precautions to ensure health and safety. There may be times throughout this pandemic that positional duties become more or less relevant and new duties may arise based on the needs of our community. This is where other duties as assigned may come into action. It is our priority that we communicate with you as soon as potential shifts are realized and revised needs are determined. Throughout that process we will be exercising an abundance of care to ensure your personal health and safety is secured when changes occur. This may include removing in-person components of the position and increasing remote interactions. For this upcoming academic year, this position description will remain in draft form so that we can adapt to the ever changing needs to sequester the COVID-19 pandemic.

TEAM TRAINING, DEVELOPMENT, & RELATIONS
A. Attend UHRL Student Leader Spring Orientation day on Saturday, May 15th 2021. Details regarding Spring Orientation will be provided after background checks have been completed. It is required that all student leaders attend this orientation.
B. Participate in UHRL Student Leader Summer Online Training. Expectations of this training are included in the Resident Assistant Agreement, and generally consist of numerous online modules. It is expected that all student leaders complete these trainings.
C. Attend UHRL Student Leader Fall Training, Hall Opening and Viking Days. Dates of this training and welcome week events are included in the Resident Assistant Agreement, and generally begin approximately three weeks before Fall quarter classes begin. No leave will be granted during Fall Training, Hall Opening, or Viking Days. This year’s dates are from September 10th through September 26th.
D. Attend weekly team meetings and team trainings on Wednesdays from 4:00 pm until 5:30 pm. Exceptions will only be made if the Resident Assistant must miss the meeting to take a class that is required that quarter in order to graduate, and the class is not offered at any other time. Written documentation from an academic advisor and approval by supervisor and the Assistant Director for Residential Education is required.
E. Be present and available in your community in the evenings. RAs are not permitted to take class or have employment after 7:00pm any day of the week. Exceptions will only be made if the Resident Assistant must take a class that is required that quarter in order to graduate and the class is not offered at any other time. Written documentation from an academic advisor and approval by supervisor and the Assistant Director for Residential Education is required.
F. Attend weekly one-on-one meetings with supervisor and be available for communication with supervisor throughout the week.
G. University Housing & Residence Life pays for your room and board and replacing RAs can be difficult and damaging to the community they have built. It is expected that RAs will stay in their position for the duration of the agreement. RAs will be held to their Housing Contract and may be charged for the unused meal plan if they choose to leave the RA position before the end of the agreement.
H. University Housing & Residence Life is open 365 days a year. Each area must be covered during Winter Break and all other breaks. RAs will be asked to sign up to be on duty and perform all aspects of Winter Break Duty including rounds, incident response, programming, and office hours. RAs are compensated for each day of Winter Break Duty. The compensation will be $50 per Winter Break Duty shift, and $75 for December 24, 25, 31 and January 1. RAs will be required to work assigned days of winter break if all days of duty are not covered by willing RAs. Winter Break dates
are: 12/13/21-12/31/21.

I. Work all move-in dates, move-out dates, mid-year training dates, and days needed to turn over the halls between quarters, including Sept 10-26, 2021; December 11-12, 2021; December 31, 2021 - January 2, 2022; March 18-20, 2022; and June 11-12, 2022. You must check in with your supervisor about when you can leave and return for breaks prior to making travel arrangements.

J. Maintain a positive attitude toward the position itself, fellow student leaders, and supervisors.

K. Maintain regular and consistent contact and communication with partners on paired floors, fellow team members, and supervisor regarding floor meetings, concerns about residents, and programs.

L. Display strong communication and collaboration skills in working with fellow student leaders on projects and programs and be willing to address differences and conflicts maturely, fairly, tactfully, and diplomatically.

M. Carry weight and contribute appropriately to group and joint or team projects, activities, and programs.

COMMUNITY DEVELOPMENT

A. Personal Conduct
   b. Act as a positive role model at all campus functions, both on and off campus
   c. Behave as an ambassador of Portland State University to students, families, visitors to campus, and the Portland community
   d. Be supportive of and professional towards all University staff members and student leaders.

B. Student Development
   a. Reach out to residents using both individual and group strategies. RAs are expected to get to know members of their community as best as possible. Availability is key to this goal, with RAs intentionally providing opportunities for both formal and informal interactions with their residents.
      i. RAs are expected to participate in the community as an active member, be visible, available, and approachable, be knowledgeable about campus and community, and demonstrate strong listening skills when needed to support residents.
      ii. RAs are expected to cultivate healthy relationships and apply an ethic of care with residents.
      iii. RAs are expected to support diversity and inclusion within our residential communities.
   b. Plan and successfully execute the Residential Educational Programming Model based on the requirements shared with you by your supervisor and the Assistant Director for Residential Education.
   c. Complete all programming requirements set forth by your supervisor, including bulletin boards, collaborative programs, area programs, departmental programs and initiatives, etc.
   d. Program proposals and funding should be approved two weeks before the event.
   e. You MUST attend your own program to receive credit. You are required to scan attendees in StarRez, to turn in receipts (if applicable), a sample advertisement, and a program evaluation 48 hours after the program.
   f. RAs are encouraged to plan programs that build community and provide social opportunities for residents to connect with one another and provide resources, tools, or information on campus resources. However, the requirement of the programming model is
based solely on creating opportunities for residents to socialize with one another at an intentional time and place. Program planning should represent or consider the needs of the community.

g. Complete a programming calendar to be available to the residents in the residence halls each quarter. This should be posted at the start of each quarter and updated continually and distributed at least monthly, preferably bi-weekly. The calendar should also be posted on the RA door.

h. Schedule and complete Intentional Conversations based on the requirements shared with you by your supervisor and the Assistant Director for Residential Education based on the Residential Education Curriculum.
   i. These conversations are to be held on the regular intervals each quarter as described by your supervisor and must be tracked on the tracker sheets provided to you by your supervisor.
   ii. RAs are encouraged to schedule these conversations with their residents in advance in order to best manage their time commitments but may also require impromptu strategies if residents do not respond timely to virtual invitations.
   iii. Along with Office Hours, Intentional Conversations should account for a minimum of 6 hours each week of an RAs schedule.

i. Act as an information/referral resource to all residents.

j. Report all significant interactions with residents (including mediation and referral) to direct supervisor. Immediately report any issues involving health and safety to Professional Staff. Fill out Information Only Report when necessary.

C. Residence Hall Association (RHA) & National Residence Hall Honorary (NRHH) Support
   a. Develop a cooperative relationship with RHA, Hall/Area Councils, and NRHH leaders in order to plan and implement joint programs and activities. This includes encouraging residents to participate in RHA and NRHH activities and general meetings.
   b. RAs may not serve in any Executive Board position with RHA, Hall/Area Councils, or NRHH.
   c. RAs will submit Of The Month (OTMs) submissions twice each quarter to recognize individuals or groups in the residential community who go above and beyond in any of the categories listed on the NRHH website.

EMERGENCY RESPONSE AND COMMUNICATION
A. Check Portland State University email account daily.

B. Communicate openly as a Residence Life team member in order to promote consistency, help solve mutual problems, and provide personal and professional support.

C. Maintain consistent, timely communication with direct supervisor about position related matters:
   a. Respond promptly to phone calls or emails from supervisor
   b. Give and receive feedback and suggestions respectfully with supervisor
   c. Keep supervisor informed of significant matters related to self, communities, and residents
   d. Seek assistance and support when necessary
   e. Is open to supervision and suggestions from supervisor.

D. Respond to all emergencies and other relevant situations.

E. Report all emergencies and other relevant situations and events to area supervisor or on-call Professional Staff and complete reports (Information Only and/or Incident Report) for each incident
by 9:00am the day following the incident (Please note that some situations require an immediate response and therefore have to be submitted before 9:00am the next day i.e. life threatening situations, acts of violence, sexual assault, bias incident, student being arrested, fires, etc.).
F. Accurately and thoroughly complete incident reports when necessary that contain all required information (who, what, where, when – all names, 9 numbers of students involved, etc.).
G. Completion of IOs and IRs should be done in the professional manner, taught during Fall training (Written in the 3rd person, Full titles and names spelled out completely when mentioned the first time in a report, date, time, location, etc.).
H. If CPSO or another responder is contacted by an RA or CPSO or another responder contacts an RA as a result of an emergency situation, the on-call Professional Staff member must be notified. The on-call Professional Staff member should also be notified for situations involving health and safety (hospitalizations, potential suicidal ideation, sexual assault, bias incident, domestic violence, fires, etc.) and urgent facilities concerns. Anytime an RA becomes aware of CPSO’s/EMS’s presence in the building, they will contact the on-call Professional Staff member.
I. Support facilities related needs including vacuuming up floods with a shop-vac, cleaning spills, sprinkling vomit powder, putting out snow melt at entrances if ice or snow occur and helping with any other needs that may arise on the maintenance end.
J. Maintain privacy of students, friends, and team members between self and area supervisor using the supervisor’s standards, your best judgment, and the Family Educational Rights and Protection Act (FERPA) guidelines (http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html). Note that issues potentially related to the health and safety of students and staff cannot always be kept confidential, only privacy can be provided.
K. Provide information to PSU conduct hearing officers.
L. Student leaders must also communicate with their direct supervisor in advance if they will be gone from campus for a 48 hour period or longer so that plans can be made for communication in the case of a campus emergency.
M. Any student leader making a decision to leave one’s position before the end date of the agreement must turn in a written notice at least two weeks before the leave date. The written notice must be given to the immediate supervisor. This time will allow for reassignment of responsibilities.

**DUTY GUIDELINES**
The purpose of the on-call system is to facilitate assistance for residents. On-call hours are generally from: 5:00pm to 9:00am Sunday – Thursday and 5:00pm to 5:00pm Friday and Saturday. On-call hours are subject to change due to the operation of the Area Desk, or for other operational needs. Each Resident Assistant is typically on-call an average of once every four days. On-call responsibilities continue through all academic breaks. 24 hour on-call responsibilities are needed on PSU holidays and closures and UHRL designated dates. On-call responsibilities are:

A. A presence in designated area. Area supervisors may have additional duty expectations.
B. Resident Assistants must be in their duty area at all times after 10:00 pm and until 8:00 am while on-call unless other arrangements have been made in writing with the area supervisor. This may be adapted based on the needs of the department.
C. Before 10:00 pm, RAs need to be in the on-call area, which is defined more specifically during Student Leader Training and in the RA Training Manual, and generally consists of areas that allow the RA to quickly be on campus.
D. Completion of “rounds” of the on-call area at least twice per evening during quiet hours. Area
supervisors can adapt this requirement based on the needs of the community. Additional sets of rounds may be required on evenings with a higher level of expected activity. These evenings include but are not limited to: Halloween, New Year’s Eve, Cinco de Mayo, and St. Patrick’s Day.

E. Attention to work matters with a sense of priority.

F. Ensuring the on-call phone is charged appropriately and is answered immediately.
   a. On-call cell phone should be in the possession of the on-call RA 10 minutes prior to the beginning of their on-call hours.
   b. The on-call RA is responsible for ensuring that reception is likely and that the cell phone is charged and operable.
   c. The on-call RA should plug the on-call cell phone into the charger each night before returning the phone to the daytime storage location.
   d. The on-call RA may not use the on-call phone for personal phone calls.
   e. The on-call RA should check the on-call phone in the morning to make sure no calls have been missed.
   f. The on-call RA should return the on-call phone to the daytime storage location.

G. On-call duty ends when the phone(s), charger(s), and any other needed materials are transferred to the appropriate personnel. RAs will continue on-call responsibilities until all materials are appropriately handed-off.

H. If the RA loses or breaks the phone equipment, they may be charged for the repairs or replacement of that item.

TIME COMMITMENTS

Each RA works an average of 18 hours every week. This average includes meetings, “office” hours in your room/floor, on duty responses, Intentional Conversations with residents, and program planning and execution. During the year there are major events such as move in/move out, fall training, student leader selection, Refuel Your Brain, UHRL Open House, Fall Festival/Haunted House, participation in the Assessment of Student Engagement and Leadership Seminars which may require more hours of work per week. At other points during the year, less hours of work will be sufficient. **It should be noted that this position is a “live-in” position and requires significant time and effort being visible, accessible, and building relationships with residents.** The responsibilities of an RA will require responses at any time during a 24-hour period, 7 days a week.

A. Weekly Expectations At-A-Glance
   a. 1.5 hour team meeting (Wednesdays 4:00pm to 5:30pm)
   b. 30 minute 1:1 with supervisor
   c. Duty- 1 night a week- Average of 6 hours (considered actual time responding to calls and doing rounds)
   d. Intentional Conversations & Office Hours- 5 hours
   e. Resident contact- 2 hours
   f. Community Programming: 2 hours

B. Program planning and attendance should average 2 hours a week. This should include completing program proposals, funding requests, promoting programs, attending programs, and program evaluations. This can also include time spent assessing your residents interests around programming via formal or informal surveys.

C. Attend weekly RA meetings for 1-2 hours a week. This includes weekly RA team meetings with all
the RAs and your supervisor as well as 1:1 meetings with your supervisor to be held on a weekly basis.

D. Sleep and live in assigned room.
E. Spend at least two out of every three weekends in your assigned area.
F. Maintain a consistent open door policy (virtually), where you are visible and available during peak times in the hall (typically between 7pm-11pm). You should post office hours for each week when you will be both visible and available to your residents in your room when completing your RA duties, especially when working on programming. Exceptions will only be made if the Resident Assistant must take a class that is required that quarter in order to graduate and the class is not offered at any other time. Written documentation from an academic advisor and approval by supervisor is required.

G. Manage time efficiently and effectively:
   a. Completes both academic and positional requirements
   b. Carries a full time class load successfully.

KEY MANAGEMENT
A. Follow all articulated and trained key and/or PIN code policies.
B. Keys are to be obtained and returned to the Facilities and Planning office in the USB, if applicable.
C. Immediately report all missing keys and access badges to direct supervisor. Student leaders may be held financially responsible for any keys issued that go missing due to the re-keying that must be done due to lost keys.
D. Room keys are not to be given out to any person but the student(s) living in that space.
E. Entrance into student rooms in area is limited to cases of emergency or official business situations (An RA may only enter a student room with another Residence Life student leader or Professional Staff member present, unless invited in by the student while the student is present).
F. Document all key use for all resident rooms in area promptly and appropriately.
G. Lost or misplaced keys can result in the immediate termination of a student leader.

ADMINISTRATIVE DUTIES
A. Maintain all paperwork, including electronic forms, in a systematic, thorough, neat, and consistent fashion. Paperwork that is expected to be filled out through programs like StarRez Web, Advocate, and Google Forms includes but is not limited to Work Order Requests, Request for Supplies, Program Proposals, Program Evaluations, Resource Reservations, Information Only Reports, and Incident Reports.
B. Submit all paperwork in a timely manner.
C. Keep personal room door locked at all times when not present.
D. Provide proper maintenance of room. Any damage to a RA room will result in fines being charged during and/or upon completion of position.
E. Check email daily. All student leaders are expected to have and utilize an official PSU email account. Formal communication will be sent to an official PSU account but one may have the PSU account forwarded to another email account. Please note that all formal communication will be sent to an official PSU account.
F. Check RA mailbox in Ondine 301 (For East RAs) or Montgomery 102 (For West RAs) three times a week (on non-consecutive days) and post flyers/posters on floor in a timely manner.
G. Sign and adhere to a Portland State University Housing Contract.
H. Complete expectations, assignments, and responsibilities by deadline and comply with the behavioral expectations of University Housing & Residence Life.
I. Complete other duties as assigned.

ETHICAL GUIDELINES
A. Comply with all federal, state, and local mandates and laws, the Student Code of Conduct, the Residence Life Code of Ethical Standards, the Housing Contract, the Housing Handbook, and all other agreements made with the student leaders.
B. Know and follow the policies of the Housing Handbook and do not compromise position with personal conduct.
C. Maintain and follow established procedures and protocol in requesting services from University departments.
D. Avoid romantic relationships with residents living in the area or with other student leaders. Intimate relationships with residents in your building are not allowed unless granted an exception by the area supervisor. Communication regarding any potential romantic involvement with a resident or student leader should occur with the area supervisor prior to any involvement.
E. Any and all online acts that are not in congruence with University or Housing policies, such as underage drinking, marijuana smoking, supplying minors with alcohol, etc. identified on Facebook, Twitter, YouTube, Instagram or any other computer file sharing, social networking, or internet tool available are prohibited. Student leaders will be held accountable for these actions, which could result in termination.
F. Take responsibility and assume accountability for all actions, including any negligence in the use of any University resources provided to them.
G. Follow privacy information policies as set by the Office and Family Educational Rights and Privacy Act (FERPA).
H. Promote campus activities that support the mission of Portland State University and University Housing & Residence Life.
I. Treat all students, faculty, staff, and family members with respect and care. Work to be inclusive of all others regardless of sex, gender identity, age, ability, sexual orientation, race, ethnicity, religion, values, beliefs, or other personal preferences and build an inclusive environment.
J. Seek help or support from appropriate Residence Life staff members when needed for situations, issues, or concerns.
K. Be consistent, fair, and efficient with policy enforcement and documentation in residence halls.
   a. Be prompt and thorough in handling of incident reports and information only reports, submitting all reports no later than 9:00am the next morning.
   b. Complete appropriate follow-up after incidents.

EVALUATION
A. An evaluation for each RA will be formally completed twice per year by your supervisor. Ongoing feedback and evaluation will happen in weekly one-on-one meetings with your supervisor.
B. Pending both evaluation and reapplication, an RA may return for another academic year.
C. Deviation from or violation of this position description at any point during your time in the position will be grounds for probation or possible immediate dismissal from the RA position and housing contract termination from the residence halls.
D. Termination of an RA position by either party prior to completion of the academic year does not guarantee assignment in a regular residence hall space. A housing assignment will be the sole
discretion of the Associate Director of Residence Life and availability in Housing at that time.

E. The RA position is maintained based on the ongoing recommendation of their supervisor.

TERMINATION
University Housing & Residence Life is committed to the success of its student leaders. The topic of termination is something we would prefer not to have to address. We fully expect that all student leaders will learn, grow, and be successful throughout their positions. However, the following information is important to know as a student leader in University Housing & Residence Life.

A. The state of Oregon is an “At Will” state in regards to this position.
B. Failure of a student leader to comply with all the terms and conditions of this agreement constitutes grounds for probation or dismissal. The terminated student leader is still bound by their housing contract.

COMPENSATION
A. Compensation will take the form of rent remission, standard utilities, and a meal plan when classes are in session during the academic year.
B. Take responsibility and assume accountability for all compensation benefits if you willingly quit or vacate the position.
C. This compensation package is reported to financial aid and could affect your financial aid package. It is best to confer with financial aid advisors to see how this compensation could impact your financial aid package.

We strive to provide a unique living experience in Portland’s urban environment through actively engaged residential communities that promote student success.

Portland State University is an equal opportunity/affirmative action educational institution.