

HEAD COMMUNITY ASSISTANT JOB DESCRIPTION

IUP Office of Housing and Residence Life

JOB DESCRIPTION

A Head Community Assistant serves as a peer educator and helper in order to facilitate the personal and academic growth and development of residential students, as well as Community Assistants. Head Community Assistants are selected on the basis of the following demonstrated skills: leadership abilities, strong communication and interpersonal skills, strong administrative skills, ability to be a positive role model academically and behaviorally, ability to establish helping relationships with students and staff, commitment to issues of diversity, ability to work with students to develop a positive floor/building community and willingness to promote their own personal growth and development. Under the supervision of a Graduate/Residence Director, the Head Community Assistant is responsible for the administrative, helping, and community development duties within assigned residence halls(s), suites or apartment(s) and serves as liaison between the Graduate/Residence Director and the Community Assistant staff.

THE HEAD COMMUNITY ASSISTANT IS EXPECTED TO:

- Support the goals, expectations, and mission statement of the Office of Housing and Residence Life and perform duties accordingly.
- Be regularly available/visible to residents and CA staff.
- Work with others collaboratively, including OHRL staff, maintenance, university police, Peer Mentors, Resident Safety Assistants, etc.
- Hold the position secondary only to academic requirements.
- Function as a positive role model at all times, including at activities that occur on University property and in the local community.
- Follow the policies and regulations regarding student behaviors as stated in **The Source** and the **Residence Hall Housing License Agreement and Dining Services Contract**.
- Accept challenges to personal growth and utilize feedback to improve performance.

SPECIFIC RESPONSIBILITIES:

Support of Residents

- Assist students regarding personal, social and/or academic concerns or needs; refer students, as necessary, to appropriate university and/or community resources.
- Assist students in mediating conflicts, both proactively and reactively.
- Inform and update the building director of any important floor/building occurrences and of students with possible emotional, physical and/or mental health concerns.
- Initiate and maintain regular contact with floor residents throughout the year in order to develop positive relationships.

- Promote and demonstrate respect for all students, inclusive of all races, ages, ethnicities, genders, sexual orientations, religions, abilities, etc.

Community Development and Leadership

- Work with students to develop floor environments that provide a reasonable degree of quiet and order while protecting the rights and privacy of each individual.
- Complete educational, academic, and social programming requirements as outlined in the OHRL Staff Manual and by the building director. Programming requirements will vary by building.
- Encourage student participation in University and residence hall-sponsored programs.
- Serve on duty for the community, including, but not limited to: conducting rounds to enforce policy and interact with residents, encouraging civic involvement and serving as a resource for the community.
- Inform students of behavioral regulations established in **The Source** and the **Residence Hall Housing License Agreement and Dining Services Contract**. Promote student understanding of their responsibility for living within these guidelines.
- Appropriately confront students and document behavior that violates policies and procedures. Follow up with student(s) and/or the building director as necessary.
- Attend judicial hearings as required.
- Support programs and projects by the Residence Hall Council (RHC). One or more CAs on each building staff will serve as an RHC liaison. Each HCA is expected to serve at least 2 hours of RHC community service per semester and/or additional responsibilities as assigned by the Graduate/Residence Director/RHC advisor.
- Assist new students in their adjustment by supporting university orientation activities.
- Head CAs who serve on a special interest floor or in a specialty building will have responsibilities relevant to that special interest.

Staff Development/Support

- Develop and maintain a close working relationship with each CA to promote a cohesive, responsive staff team
- Assist in developing and implementing plans to appreciate and recognize the accomplishments of Community Assistant staff.
- Assist in the planning and facilitation of weekly staff meetings and development activities
- Assist the Graduate/Residence Director in evaluating the performance of CA staff. Provide feedback to both the Director and the CA
- Model appropriate behavior for CA staff on campus and in the local community

- Provide the Graduate/Residence Director with information concerning staff dynamics and issues and assist in problem-solving as necessary
- Assist in the resolution of staff conflicts (as needed)
- Monitor the completion of programming requirements by CA staff, including (but not limited to) building/floor programs, resident chats, etc.

Administrative Duties

- Promptly and accurately complete, by established deadlines, all assigned administrative duties as required by the building director. This includes (but is not limited to): forms, logs, and weekly reports.
- Meet regularly with the Graduate/Residence Director.
- Establish the staff duty roster and monitor CA duty switches and weekends away.
- Conduct floor meetings.
- Post information/notices on the floor.
- Attend and participate in all staff meetings, development programs, and training programs, (including staff seminar). Assist in the planning and facilitation of meetings/programs as required by the Graduate/Residence Director.
- Track all CA resident chats and team programs.
- Implement specific procedures for closing and opening the residential buildings as stated by the building director.
- Cooperate with and demonstrate support and appreciation for maintenance and custodial personnel. Alert building directors to maintenance or housekeeping problems.
- Conduct Health and Safety Inspections (2-fall; 2 spring)

OTHER

- **The Head Community Assistant will assume other professional responsibilities and duties as assigned by the Graduate/Residence Director. These responsibilities may vary across campus due to the variety of staffing patterns and physical facilities that are unique to each building.**
- **HCA's are expected to establish 5 hours a week that they are available between 9am and 5pm in order to more fully communicate with the Graduate/Residence Director. Any number of situations can easily offset the balance of your work week, so it is essential to keep your supervisor informed of changes to your schedule.**