

# Expectations for Residence Life Staff

---

To insure the effective, efficient and consistent performance of duties and the implementation of the goals and objectives of the Department of Residence Services, the following expectations are presented for all Residence Life staff.

## **COMMUNITY DEVELOPMENT**

---

One of the main purposes of residence life staff is the establishment, maintenance, and support of a positive, healthy, living-learning environment in the hall/neighborhood consistent with the educational mission of the University and the goals of the Department of Residence Services. Specific examples of behaviors expected of residence life staff, to further that end, include:

- Approach your job responsibilities in a systematic, consistent, thoughtful and predictable manner.
- Develop a plan for the coming year that reflects careful consideration of the previous year and the results of formal and informal needs assessment at the beginning of fall semester.
- Be aware of, and confront potential problem situations, in your floor/hall whether those be individual or staff problems, lack of respect for others, interpersonal conflicts, or violations of policies and procedures. Maintain a proactive approach at all times.
- Actively support, in word and deed, other members of the residence hall/University Apartments staff. Do not disregard or disassociate yourself from incidents, activities, and violations, problems or situations that develop on other floors/ halls or other University housing facilities.
- Maintain an active, positive relationship with maintenance/custodial staff. Support and lend assistance as needed. Informal contact with maintenance/custodial staff is expected.
- Actively support Student Government. "Support" is partially defined as attendance at meetings and activities, individual consultation with floor/hall officers, advising floor committees, and providing training. It is NOT being an official hall representative with voting rights and privileges. Your role is to develop and foster student leadership within your floor/hall community.
- Conduct programs and activities based on a need assessment of your community. Insure these programs are high quality and designed to meet the needs of the diverse student populations we serve. Bring students together to interact, exchange ideas, discuss problems, and develop solutions with each other.

## **ROLE MODELING**

---

As residence life staff, we function as educators. One of the most effective ways of educating others is through role modeling appropriate behaviors. Specific examples include:

- Conduct yourself in an honest, conscientious and professional manner at all times. Show respect for persons of all backgrounds, races, lifestyles, interests, and abilities. Maintain appropriate personal and professional decorum. Refrain from becoming involved in activities or encouraging norms which are in direct opposition to our "community" values or violate established policies and procedures.
- Abide by the laws of the State of Iowa. Actively support, interpret, enforce, and obey all University and Department of Residence Services policies, regulations, and procedures.
- Confront staff and students who display inappropriate actions or do not show respect for persons of all backgrounds, races, lifestyles, interests, and abilities. Individuals who violate these principles will be held accountable by staff through action initiated in the personnel and/or judicial systems.

## **MULTICULTURALISM**

---

One of our goals is the creation of a diverse environment where the rights of all members are respected and where individuals are appreciated and valued for the differences they bring to enrich this environment. Specific examples of expectations in this area include:

- Act as a role model for students in broadening their cultural and racial awareness. Engage in activities, training programs, and other experiences which broaden your own understanding and appreciation of the differences between people.
- Conduct programs and activities specially geared toward broadening students' multicultural awareness as well as their understanding and appreciation of the differences between people.
- Actively recruit qualified minority/majority students to be Department of Residence Services staff, including Resident Assistant, Desk Assistant, ITC Monitor or Managers.

## **STAFF MEMBERSHIP**

---

To be successful, residence life staff needs to function not only as an individual, but also as a member of a team. Specific types of behaviors in this area include:

- Attend designated meetings and training sessions, be on time, and actively contribute to the content of these meetings/sessions. Share equal responsibility for making these meetings interesting, stimulating, and professionally worthwhile.
- Actively participate in the recruitment and selection of future residence life staff.
- Maintain communication with your supervisor and provide feedback on his/her performance and direction. Continuous mutual feedback is the key to a successful, professional working relationship.
- Maintain confidentiality regarding all staff matters and publicly support all staff decisions.
- Follow established channels in voicing dissatisfaction/disapproval of any policy, program, or method of operation. Constructive criticism with active follow-up suggestions for improvement is the best method to induce change in an organization. A positive attitude in all realms of the job is expected. Idle criticism is of negative value and does not further the goals of the community.

## **SUBSTANCE FREE**

---

In this area it is especially important that we are aware of ourselves as role models. To this end, examples of expectations for Residence Life staff include:

- Be aware of yourself as a role model. Do not possess or consume alcohol within University housing facilities. Do not smoke within the University housing facilities.
- Be aware of your actions when consuming alcohol with staff and/or students off campus. Do not provide alcohol to any staff or student under the age of 21. Refrain from becoming intoxicated because intoxication does NOT fall within the framework of an acceptable, positive role model.
- Never consume alcohol while on duty.
- Share information regarding students' use of alcohol and other health-related situations with your supervisor.
- Suggest alternatives to alcohol-related events; look out for the well being of others.
- Educate students on the psychological and physiological effects of alcohol/and other illegal drugs. Educate students on the same of tobacco use. Confront students regarding inappropriate use and abuse, and identify and hold them accountable for their behavior. Identify and intervene with students you suspect may have an alcohol abuse or related problem.
- Deal swiftly and effectively with the use and/or sale of drugs in your floor/hall neighborhoods. If you become aware that a student is selling drugs, the Area Coordinator/Hall Coordinator must be informed.

This document does not cover all job expectations. All staff are expected to be familiar with, and abide by, the expectations set forth in other documents including but not limited to the employment notification letter, the Operations Manual, his or her supervisor's expectations, the University's expectations for its employees, University ordinances and policies, and local and state laws. If there is need for further clarification, please consult your supervisor.