

Job Description: Resident Assistant Coordinator

Introduction

The Resident Assistant-ship Programme is managed and led by the Residence Assistant Coordinator (RAC) under the supervision and guidance of the Director, Office of Student Affairs and Associate Director, Residence Life. As the primary force that drives the RA Programme on ground, the RAC works with the Resident Assistants to create community development efforts towards building a socially, culturally and intellectually enriching living environment for the student residents at Ashoka University. The RAC's efforts as the coordinator of the RA Programme are tied towards building an inclusive residence hall community, to promote a transformative student experience and academic success through exemplary and innovative practices in residence life. The RAC supervises approximately 50-60 paraprofessional resident assistant staff team comprising of Resident Assistants (RAs) and Resident Assistant Mentors (RAMs) in multiple capacities.

The main roles and responsibilities of this position are outlined below:

Recruitment and Training of Resident Assistants/Resident Assistant Mentors

- End to end planning and execution of the hiring process for Resident Assistants; finalization of application forms, finalization of hiring calendar, constituting Interview panels and the shortlisting committee etc.
- Getting the Resident Assistant Contract and Job Description updated at the beginning of every hiring cycle
- Development, planning and implementation of Resident Assistantship Training module (Spring & Semester) in consultation with the Director, Office of Student Affairs and Associate Director, Residence Life
- Serve as a resource for information concerning university life for Resident Assistants to lead ongoing training and mentoring efforts throughout the year

Supervision of Resident Assistants/Resident Assistant Mentors

- Facilitate leadership courses and trainings for RAs/RAMs, as well as other opportunities for teaching and facilitation
- Coach, mentor and develop RAs/RAMs to become effective paraprofessional staff and student leaders
- Host weekly staff meetings to communicate upcoming events, discuss community concerns, and facilitate professional development experiences related to furthering of the goals of Residence Life at Ashoka
- Conduct one-on-one meetings with RAs/RAMs for their mentoring and professional development
- Ensure Resident Assistants are appropriately addressing and documenting behavioural issues and concerns on their floors
- Provide regular feedback regarding their job performance as RAs/RAMs
- Ensure that Resident Assistant duty procedures are followed
- Help and support RAs/RAMs to implement, enforce, and interpret University policies and procedures
- Assist and advise RAs/RAMs in matters related to challenges accompanying the role, academic support, crisis intervention, referral, programming, discipline, routine conflicts, personal development, and leadership opportunities
- Communicate, educate and follow up with RAs/RAMs with respect to fulfilling all contractual obligations and facilitate responsible decision making through weekly meetings
- Communicate and hold student RAs/RAMs accountable for job expectations as outlined by Resident Assistant Contract and Job Description, and any additional expectations established by the Office of Student Affairs
- Maintain office hours and on-call coverage to provide assistance to RAs/RAMs as and when required

- Oversee all social media platforms and communications pertaining to the RA Programme. Ensure that all communication platforms and correspondences pertaining to the programme are in tandem with the values of the University and pursue goals set out by the programme

Student Leadership and Community Engagement

- Promote, supervise, and advise on student development themed programming, community building, social and educational programmes and leadership development
- Support the programming and policy-making efforts of Resident Assistants to create a positive living environment and facilitate the development of students
- Create an inclusive community in the residence hall through educating and challenging RA staff, individual conversations with RAs/RAMs and personal development in these core areas
- Ensure that the community building efforts of the RA Programme are centered on the core values including but not limited to principles of civic responsibility, citizenship, empathy, respect, diversity, inclusion, self-care, health and wellness. The RACs should work towards incorporating and supporting the mission, vision and values set out by the University and Office of Student Affairs in the community engagement efforts of the programme
- Maintain knowledge and educate self in areas of diversity, inclusion, equality, citizenship, civic responsibility, sustainability and environmental justice
- Implement a variety of initiatives and activities that address the needs of students in a challenging as well as a diverse living environment
- Assess and evaluate community programming outcomes monthly. A more rigorous exercise to evaluate community programming outcomes should be taken prior to the Spring Semester training

Collaboration with other University Resources and Student Support Services (OAA, ACWB, OLS, OSL etc.)

- Collaborate with student support services to ensure escalation of timely feedback in cases that require supervision as well as manage the overall experience and living environment of students that require special assistance
- Extend support to Offices such as Office of Academic Affairs (OAA), Office of Learning Support (OLS), Ashoka Centre for Well-Being (ACWB), Office of Student Life (OSL) etc. in supporting and addressing the requirements of students with special needs

Crisis-Management

- Become familiar with and follow University and departmental guidelines regarding emergencies
- Respond to and follow-up on emergency and management situations as needed
- Provide RAs/RAMs with thorough emergency response training as per the protocols and guidelines set by the University and concerned departments
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- Intervene, manage and mediate roommate conflicts and collaborate with other student support services in matters that require supervision/handle conflicts unmanageable by RAs/RAMs
- Close coordination with Wardens which includes but is not limited to information relay to the Wardens, keeping them abreast of all key incident/duty reports filed by the RAs, share regular feedback regarding individual students who require support and regarding overall residence life experience of students with them

Administrative duties

- Communicate through duty reports, incident reports and email notifications as needed
- Archival and documentation of all important aspects of RA Programme throughout the year
- Manage budgets related to programming, submission of reimbursement and invoices
- Prepare Annual Report of the Programme documenting key highlights

Supervision Received

The RACs will be directly supervised by the Director, Office of Student Affairs and the Associate Director, Residence Life will exercise indirect supervision. The Dean of Student Affairs will exercise indirect supervision as and when required. The RACs will receive feedback from their supervisors on a regular basis regarding performance, strengths and areas of concern.

Note:

- RAC is required to reside on campus, especially during the duration of the Monsoon Semester, Spring Semester and Summer Semester. The procedure for leave approval will be intandem with the guidelines issues by the HR department of the University. The Director, Office of Student Affairs and Associate Director, Residence Life may supplement this further with more information and guidelines
- The information shared in this Job Description may be supplemented or modified by the Associate Director, Residence Life and Director, Office of Student Affairs as and when necessary.

Application Details Required:

To apply, please submit an updated CV at **Connect HR <connect.hr@ashoka.edu.in>** with the subject line – **<Resident Assistant Coordinator - Applicant Name>** along with the following documents:

- a. A cover letters
- b. Your resume
- c. Last compensation received,
- d. Expected salary
- e. Notice period.