

MISSION AND CORE VALUES

Office of University Housing • Western Oregon University

MISSION STATEMENT

The Office of University Housing and Campus Dining is dedicated to excellence by fostering a healthy, supportive, and sustainable community living-learning experience through encouraging and educating our students and staff to: adapt to an evolving society; grow personally and academically; make decisions ethically and intentionally; and recognize their impact as responsible and inclusive global citizens.

Core Values Definitions

Communication

Communication is a process utilizing verbal methods, non-verbal methods, and active listening techniques in which participants impart information, ideas, and thoughts as well as create and share meaning.

Community

Community is a place where individuals live together and each member feels valued and included in an environment that is safe to share ideas, thoughts, and common goals.

Inclusion

Inclusion means understanding, valuing, and actively engaging differences in views, approaches, styles, and aspects of individuality (e.g. gender, culture, sexuality, race, socioeconomic status, etc.) that add multiple perspectives to a group's activity. (Based on *Exploring Leadership*, by Komives, et. al.)

Learning

Learning is the enduring passion and ability for the acquisition of new skills and/or knowledge through experience, study, and dialogue.

Support

Support is offering students the resources needed to succeed in and out of the classroom through student employment, leadership opportunities, affordable living, community engagement, interaction with caring staff, and striving to meet personal needs.

Sustainability

Sustainability is simultaneously meeting environmental, economic, and community needs by using, developing, and protecting resources at a rate and in a manner that enables us to meet current demands while ensuring that future generations can meet their needs.

Wellness

Wellness is intentionally creating opportunities for physical, spiritual, mental, and emotional health through education and programming.

RESIDENT ASSISTANT POSITION DESCRIPTION

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Resident Assistants are members of the University Housing staff and, as representatives of the University, are expected to act accordingly at all times. As a staff member, the Resident Assistant is expected to strive to accomplish the primary objectives of the University Housing program. To do so requires self-care and energy, self-discipline and control, the power to observe keenly and accurately, knowledge of resources and the ability to establish good rapport. The job, specifically in terms of the objectives of the University Housing program, includes, but is not limited to the following responsibilities and expectations:

I. Community Development

- A. Build rapport and become acquainted with each student within the community.
 - 1. Be available regularly for assistance to students.
 - 2. Schedule and facilitate hall and/or community meetings.
 - 3. Become acquainted with residents' academic needs in order to support academic success.
 - 4. Facilitate meaningful discussions with residents.
 - 5. Attend social and academic activities of the community and hall.
 - 6. Attend campus cultural programs and encourage residents to do so.
 - 7. Eat with residents in the dining area on a regular basis (if applicable).
 - 8. Help support hall government.
 - 9. Maintain communication with each resident in your designated community on a weekly basis (minimally).
- B. Observe general behavior and relationships of residents and groups.
 - 1. Learn the strengths and weaknesses of those living in the community.
 - 2. Be aware of academic achievement and look to support those who may be having academic difficulty.
 - 3. Encourage continued high achievement and provide assistance to residents who are having difficulties.
 - 4. Be aware of community norms and attitudes of residents.
- C. Assist residents.
 - 1. Uphold and enforce university and residence hall policies and procedures.
 - 2. Know campus resources where residents may be referred and make referrals when necessary.
 - 3. Be available to assist with general problems.
 - 4. Be available for mediation as necessary, particularly involving roommate conflicts.
- D. Develop balanced and appropriate relationships with residents, staff members, and others.
 - 1. Spend equitable time with individual residents in assigned community.
 - 2. Balance all resident and non-resident relationships with other commitments (academics, work, personal).
 - 3. Do not enter into romantic or exclusive relationships with residents from assigned community and abide by WOU's Consensual Relationships Policy and University Housing's Exclusive Relationships Policy.
 - 4. Spend equitable time with staff.

II. Behavior and Conduct Intervention

- A. Set the best possible example by your own actions.
 - 1. Follow all university and department policies.
 - 2. Support university policies and decisions verbally.
 - 3. Role model appropriate behavior in dining halls and hold residents accountable.
 - 4. Be consistent, ethical, and maintain confidentiality.
 - 5. Responsibly manage reputations of other WOU community members.
 - 6. Do not use drugs or alcohol on campus. Any illegal use of drugs or alcohol will result in the termination of your employment.
 - 7. Do not consume alcohol within 12 hours prior to scheduled duty and work commitments.

- B. Help residents know and understand policies and procedures.
 1. Make sure residents know how to access The Guide to Residential Living, Code of Student Responsibility, and the Student Handbook; which are available on the UH website.
 2. Be prepared to explain policies and procedures and their rationale.
 3. Encourage residents to hold each other accountable for policies.
- C. Confront policy violations.
 1. Develop skills in addressing potential policy violations while maintaining a good rapport with residents.
 2. Follow up formally on all incidents.
 3. Support and assist other staff members when they are required to respond to incidents.
 4. Submit accurate and procedurally correct reports within twenty-four hours of an incident.
 5. Work cooperatively with representatives of Campus Public Safety and other personnel when dealing with policy issues.
 6. Report knowledge of possible policy violations to appropriate duty staff.
- D. Refer more severe conduct issues to a Resident Director (RD), Associate Director, Office of Student Conduct, or the Dean of Students in a timely manner.
- E. Appear at conduct hearings when requested.

III. Supporting Hall Governments

Each community has basic government functions and each Resident Assistant may be called upon to assist with hall groups.

1. Assist residents and staff with recruitment, training, and planning.
2. Attend meetings and functions of hall government as required.
3. Serve as a resource to the group.
4. Encourage development of student leadership as well as participation in programs and hall government.
5. Communicate ideas or concerns with the Advising RA or RD.

IV. Administrative Responsibilities

- A. Complete general administrative work.
 1. Turn in paperwork promptly (incident reports, work orders, room change paperwork etc.).
 2. Assume on-duty responsibilities.
 3. Attend and be on time to regularly scheduled and specially scheduled staff meetings.
 4. Report deficiencies and damages through a work order.
 5. Check university voicemail and email systems at least once per day and respond to messages promptly.
- B. Coordinate with Office of University Housing.
 1. Work the opening and closing of halls each term as scheduled, which entails being present and completing assigned tasks. Refer to the contract for required dates.
 2. Complete building occupancy reports quarterly.
 3. Assist with work orders for maintenance and/or billing.
 4. Be responsible for accurate room changes and paperwork in your community.
 5. Assist in the coordination of key check-out, replacement, etc. with your RD.
 6. Check the staff mailboxes at least once a day and post flyers regularly.
 7. Provide additional information which may be necessary to the Office of University Housing (duty schedules, hall rosters, work orders, etc.).

V. Programming Responsibilities

- A. Plan and implement the minimum number and type of programs based on your community demographics. Programming models are located within the Resident Assistant Manual.
- B. Encourage residents to stay on campus during weekends.
 1. Plan weekend activities and assist with University Housing sponsored activities. Particular attention should be paid to programming while on weekend duty.

2. Support Weekend Programs.
 3. Involve residents in other campus weekend activities (activities hosted by other student groups).
- C. Advertise programs with at least five days notice and include Office of Disability Services poster statement.
 - D. Complete a program evaluation within seven days of hosting a program.
 - E. Implement, or have planned, all programs by the end of the ninth week of the term, unless previously arranged with your RD.
 - F. Complete door tags each quarter and bulletin boards each month.

VI. Personal and Academic Balance

- A. Take no more than sixteen credit hours per term unless previously arranged with your RD.
- B. Remain on campus at least two weekends per month. (The months of October and January may require more than two weekends per month on campus). Plan to take one weekend per month away from campus.
- C. Spend four out of five weeknights in the assigned residence hall room.
- D. Attend classes regularly to serve as an academic role model for residents.
- E. You may request approval from your RD for participation in outside activities.
- F. Work to maintain a healthy personal and academic balance to avoid stress and poor performance in the RA position.

VII. Training and Development

- A. Complete the Spring RA Class, ICS 301, T/R 3:30pm – 5:00pm with a minimum of a C+.
- B. Return to campus when contracted to participate in all scheduled Fall Training events.
- C. Become certified in First Aid and CPR prior to beginning your RA position and remain certified through your contract dates.
- D. Attend individual hall staff meetings scheduled weekly for two hours throughout the year.
- E. Attend one-on-one meetings scheduled weekly with your RD.
- F. Attend all staff inservice trainings during the year.
- G. Attend all meetings called by any Resident Director, Associate Director, Assistant Director, and/or the Dean of Students.

VIII. Other Duties as Assigned

Assume responsibilities for other duties as assigned by any Resident Director, the Assistant Director, the Associate Director, University Housing, and/or the Dean of Students.