

Mission

The Department of Housing and Residential Education (DHRE) works to create an inclusive on-campus housing environment that promotes personal development, citizenship, involvement, and leadership. DHRE consists of educators, full-time professional staff, and para-professional student staff who through exemplary facilities management, organizational effectiveness, student-centered learning, and assessment initiatives, strive for student success, self-awareness, and satisfaction.

Philosophy

Community Immersion is the philosophy that each student's journey at Carolina is unique. It is therefore important that our staff's focus with residents is more one-on-one, connecting students with their community, with the campus, and with opportunities that expose them to all that is available at Carolina. It is the way in which we directly engage residents, sharing in their successes and assisting with their concerns and challenges. In short, it is mentorship. This, in turn, leads to greater student success.

Resident Advisor Mentor Position

Resident Advisors Mentors (RAM) work to create an inclusive on-campus housing environment that promotes personal development, citizenship, involvement, and leadership through the practice of *Community Immersion*. RAMs serve as a resource for RA staff and students in their community as well as a role model at UNC Chapel Hill. RAMs are assigned to traditional residence halls, suite style complexes, or apartment buildings and may be asked to hold a collateral assignment (ex: Residential Learning Program, Community Government, Green Games, First Year Experience, Sophomore Year Experience, Multicultural Advisor, Academic Peer Advocate, etc.). RAMs are supervised by a Community Director (CD).

RAMs serve as a leader in the department as a whole and in their specific community. In doing so, RAMs will serve as a role model to mentor RA staff members in their roles by helping them to develop positive residential communities. This includes but is not limited to: forming appropriate resident relationships, assisting in the development of programmatic efforts, helping actualize the spirit of *Community Immersion*, and supporting crisis management efforts. RAMs actively work with the Leadership Team to develop a positive team dynamic amongst their RA staff. This may include but is not limited to: facilitation of trainings and workshops, assistance in leading weekly staff meetings, meeting with staff members on individual basis as needed, and fostering a positive attitude regarding DHRE and community initiatives.

The RAM role is not a traditional 8-5/M-F job. Actual hours of work vary based on the need of the department (ex: Halloween, popular sporting events, inclement weather, training, opening, closing, staff selection, end of year award ceremony, unforeseen circumstances, etc.) and includes some evenings and weekends. RAMs are required to attend all training activities while employed. RAMs may request 12 nights away from their community each semester per approval of their supervisor. RAMs are expected to assist Community Director in facilitation of all residence hall openings and closings, including Fall semester, Thanksgiving Break, Winter Semester, Spring Break and Spring Semester/Commencement closing.

A successful RAM has a passion for working with a diverse student population, a commitment to student learning and development, and strong critical thinking and problem solving skills. A successful RAM demonstrates initiative, possesses the ability to work autonomously as well as part of a team, communicates effectively, and maintains a positive attitude.

This job description is meant to provide an outline of critical job functions of the RAM position and is not an all-inclusive list. The RAM serves on a Leadership Team comprised of the RAM(s), and CM/GTL and is led by the Community Director. The specific roles and responsibilities of the RAM may vary, as the needs of each Community and Leadership Team may look different from community to community. Through the course of the year there will be times where staff will be called to service based on the needs of the community that may not be outlined in a job description. RAMs agree to meet and abide by the standards described in this document; the RAM Letter of Appointment; the Student Staff Ethical Principles; the Community Living Standards; the Housing Contract; the expectations communicated by DHRE during trainings and by their supervisor; University policies; and State and Federal Laws.

Critical Functions

- Administration
 - Prepare, attend, and participate in all meetings (ex: leadership team, staff, committees, 1:1, trainings, collaterals, etc.)
 - Time management (ex: attendance/timeliness for meetings, availability on floor, presence in community, etc.)
 - Complete all desk duties
 - Demonstrate proficiency, understanding, and appropriate use of DHRE systems (StarRez, eRezlife, Maxient, Advocate, FixMyRoom, Digital Bulletin Boards, etc.)
 - Submit paperwork on time and complete projects thoroughly

- Conducts Health & Safety inspections and resident well-being checks, as directed by supervisor or duty staff
- Inventory and purchase program supplies in conjunction with Leadership Team
- Promptly submits receipts with accuracy
- Management of community and staff administrative tasks and processes
- Hold at least 8 weekly office hours as outlined by your Community Director

- Communication
 - Excel in verbal and written communication
 - Demonstrate appropriate use of technology (ex: social networking, texting, etc)
 - Create and maintain a customer centered environment when working in the office
 - Educates students on Housing procedures including but not limited to safety and security guidelines, *Community Living Standards*, recycling, mail and package distribution and assignments processes

- Departmental Initiatives & Vision
 - Demonstrate a commitment to diversity (ex: language, awareness, programming, campus wide trainings/events, etc.)
 - Serve as a positive role model for residents and fellow staff members
 - Be visible and approachable in the community
 - Facilitate relationships among residents
 - Foster an inclusive hall environment
 - Create and maintains positive working relationships with housing partners (ex: Housekeeping, Maintenance, and Public Safety)
 - Maintain security and ethical use of all passwords, codes, and student information
 - Preserve the confidentiality of personal information about students and staff obtained in the course of employment. (ex: rosters, key cards, student photos and information in StarRez, etc.)

- Duty & Crisis
 - Serve in a Duty Rotation that observes, addresses, and responds to the needs of the community as outlined by DHRE (ex: community desk hours, rounds, duty phone calls, etc.)
 - Respond to emergencies in accordance with DHRE protocol and procedure
 - Educate residents on University Honor Code, Community Living Standards, and University Alcohol Policy
 - Confront behaviors in violation of University Honor Code, Community Living Standards, and the University Alcohol Policy
 - Support fellow staff members
 - Manage and respond to facility related issues
 - Foster a sense of community by encouraging residents to respect the rights of others and empowering them to address issues in the community (ex: roommate disagreements, environment conducive to sleep/study, etc.)
 - Make appropriate referrals when necessary
 - Write incident reports in a timely manner that are clear, concise, accurate, and appropriately detailed
 - Follow up with students who are in crisis and/or have been confronted for policy violations
 - Coordinate with Leadership Team the scheduling of RA duty including switches, special events, and nights away
 - Serve as a Mandated Reporter (obligated to report all violations of the Community Living Standards, State and Federal law, as well as cases of sexual misconduct, sexual assault, and sexual harassment to supervisor)

- Education and Leadership
 - Maintain a positive and team oriented attitude towards the community, staff, and department
 - Support hall initiatives (ex: Residential Learning Programs, Scholar in Residence, etc).
 - Serve as an academic role model and actively demonstrate interest in residents' and RAs academic engagement
 - Facilitate and participate in recognition/encouragement of staff and community members
 - Support Resident Advisor and Community Government programs and initiatives
 - Demonstrate effective and ethical decision making skills
 - Encourages student involvement and leadership development
 - Serve as a co-advisor for Community Government and attend advisor trainings
 - Efficiency and thoroughness in leading portions of team meetings
 - Advises Sub Committees/collaterals
 - Mentoring Peers
 - Facilitation of group discussions/trainings (ex: Fall/Spring Training, Staff Meetings, In-Community Time, etc)

- Programming

- Plan and implement active and passive programs that align with the community program model
- Manage a programming budget
- Assess resident's programmatic needs and addresses them accordingly
- Utilize campus resources in programming
- Serve as a resource to the wing/floor/building
- Supports RAs in the development of their programming initiatives and meeting programming expectations
- Shops for programming supplies in a timely fashion
- Provides helpful feedback to RAs on programming efforts (ex: identifying resident needs, logistics, community immersion)
- Purchases appropriate supplies for the community
- Assist the Community Director (CD) in working with RAs on program development, implementation, and evaluation

Qualifications

RAMs must have one year experience employed by DHRE as an RA.

Students employed by the Department of Housing and Residential Education (DHRE) must be enrolled as full-time students, must not be employed on a permanent, full-time basis anywhere, and must not otherwise occupy a classified employment position with the University. Student staff are "at will" employees, are not eligible for layoff priority employment or severance pay, and may be terminated at any time without additional compensation. A lapse in student status occurs during breaks (winter and summer) when an employee is not enrolled in courses. This lapse does not affect employment eligibility, though it will subject the employee to FICA tax deductions.

All employees must maintain good financial, disciplinary, and academic standings with the University.

All employees must maintain a cumulative GPA of 2.50 or higher at the time of appointment and throughout employment, be in good disciplinary standings with DHRE, and complete the required background check to University satisfaction. Good disciplinary standing with DHRE means having neither an active sanction of judicial probation or higher with the DHRE. This appointment may be rescinded if a criminal background check discloses information that affects this hiring decision.

RAMs must maintain appropriate balance while in this position, meaning no more than 40 hours of involvement per week (including 20 hours for the RAM position, academic credit hours, and other campus involvement). RAMs may take no more than 18 credit hours per semester. RAMs may not hold a second part-time job or unpaid opportunity (internship, assistantship, student teaching, etc) without written approval from both their supervisor and Assistant Director. RAMs will review outside commitments with their CD and determine if written request & approval is needed. RAMs are encouraged to take part in their own development to ensure they are getting the most from the experience.

Compensation

The Department of Housing and Residential Education provides Resident Advisor Mentors (RAM) a compensation package that includes:

- A stipend payment of \$8,000 per academic year that will be divided into 10 payments and paid out monthly on the last business day of the month (except December). The stipend is prorated and the number of payments decreases if hire date is after August 1.
- \$200 per semester is transferred to the RAM's UNC OneCard expense account. This is taxable compensation. The amount is prorated if hired after the first day of classes or if employment ends before the last day of classes. If employment is discontinued early, the portion of meal plan money associated with days not worked is recovered by Housing and is not taxable compensation.
- A furnished room at a discounted rate not to exceed \$711 per semester, unless housing shortages requires the assignment of a roommate.

* The department of Housing and Residential Education encourages applicants and employees to consider if this compensation package will affect their financial aid package. Please contact Scholarships and Student Aid, 962-4170 for information on eligibility for aid and employment.