Mission

Carolina Housing works to provide convenient housing that is secure, inclusive, and supportive. Students create a home in our on-campus communities, build life-long friendships and develop skills for their current and future successes as they journey through their Carolina experience.

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 a welcoming 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. 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, management of receipts and budgets, 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 Carolina Housing and community initiatives.

Resident Advisor Mentors do not maintain traditional 8am-5pm, Monday-Friday hours. Actual work hours vary based upon residential community needs and the needs of Carolina Housing. This includes daytime, nighttime, weekend, and special events. For example, this may include Halloween, sporting events, inclement weather, training, opening, closing, staff selection, university emergencies, and unforeseen circumstances. RAMs are also required to attend all training days in the Fall and Spring semester which will be communicated in advance in order for staff to accommodate. Additionally, RAMs are required to work during Opening, Closing, Well-Being Days, Thanksgiving Break, Winter Break, Spring Break and Spring Semester/Commencement. RAs are expected to reside in their assigned room for a minimum of five nights per week, including 2 weekends per month, in addition to meeting the needs of Carolina Housing listed above. Any additional time away from the community must be requested and approved by the Community Director. RAMs are required to serve scheduled weekday and weekend duty. The frequency of duty will vary from building to building depending on the size of the staff.

A successful RAM has a passion for working with the UNC 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 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 Carolina Housing during trainings and by their supervisor; University policies; and State and Federal Laws.

Essential 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 Carolina Housing systems (StarRez, Maxient, Advocate, FixMyRoom, Microsoft Teams, etc.)
- Submit paperwork on time and complete projects thoroughly
- Conduct 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 creating a welcoming community (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 a welcoming 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. FERPA (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 Carolina Housing (ex: community desk hours, rounds, duty phone calls, etc.)
- Respond to emergencies in accordance with Carolina Housing 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
- 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
- RAM applicants must have experience employed by Carolina Housing as an RA. The minimum experience required for the 2025-2026 academic year is the completion of student staff training for the RA position.
- Students applying to this position must meet the following qualifications starting at time the employment application closes, during the applicant's candidacy and throughout the tenure of employment. All employees/applicants must:
  - Maintain a cumulative GPA of 2.30 or higher at the time of appointment and throughout employment and be in good conduct standing with Carolina Housing (i.e. not having an active sanction of housing contract probation or higher; not having an overdue sanction).
  - Maintain good financial standing with the University and with Carolina Housing.
  - Notify their direct supervisor in writing, regardless of intent to appeal, upon receiving a referral for a University violation (i.e. Honor Code, Alcohol Policy, the Policy on Prohibited Discrimination, Harassment, and Related Misconduct), conviction of a crime, or responsible finding for violating any University policy. Carolina Housing has the right to take employment action, up to and including termination, based on this information.

- o Complete a criminal background check at start of employment. Any offer of employment from Carolina Housing is contingent upon the results of the background check. Carolina Housing reserves the right to withdraw, rescind, or cancel its employment offer or appointment at any time if Carolina Housing, in its sole discretion, determines that the employee's background check results are not satisfactory.
- Students applying to this position must meet the following qualifications starting on the first day of employment throughout the tenure of employment. Employees must:
  - o Maintain enrollment as full-time students and cannot 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 may subject the employee to FICA tax deductions.
  - o 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 and may not hold additional employment (paid or unpaid) without written approval from both their direct supervisor and Assistant Director.
  - o Live in the residence hall to which they are assigned by Carolina Housing for the duration of their appointment. In certain situations, Carolina Housing may require relocation to another room or residence hall and/or require an adjusted move out date.
  - o Have access to a mobile phone or private land line that has an activated voice mailbox while employed, and will provide their direct supervisor with a number to this phone.

Compensation

The information below is the historical compensation for this position. Given potential legislative and other changes under consideration, this is subject to change and will be finalized before formal offers of employment are made.

- Carolina Housing provides Resident Advisor Mentor (RAM) a compensation package that includes:
  - o A stipend payment of $15,000 per academic year that will be divided 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 the first day of student staff training. The stipend will be the same regardless of assigned community placement.
    - ▪ Granville Towers and Ram Village student staff are expected to work specified break housing shifts. Compensation is $75 per shift and will be reflected in the pay check after a break shift is worked.
  - o Assignment to a single furnished room unless housing shortages require the assignment of a roommate.
- *Carolina Housing encourages applicants and employees to consider if this compensation package will affect their financial aid package. Please contact Scholarships and Student Aid, 962-8396 for information on eligibility for aid and employment.