RESOURCE CENTER ASSISTANT

The Resource Center Assistant (RCA) is a paraprofessional who assists in the implementation of the residential life and housing program in a specific residence hall. The RCA provides administrative and community development support to the hall team. The RCA is an integral member of the residence hall who must possess good judgment, a strong sense of responsibility and a thorough understanding of the requirements of the role. The RCA reports to the Residence Hall Resource Manager (RHRM).

QUALIFICATIONS

The following qualifications must be met in order to serve in the role.

- **Commitment to community:** RCAs must role model and demonstrate strength of character, good judgment, flexibility, responsibility, involvement and commitment to student life and the University.
- **Enrollment Status:** The RCA is a junior, senior or graduate student enrolled full-time at NYU. Undergraduate RCAs must carry a minimum of 12, but no more than 16, credit hours per semester. Exceptions for course loads over 16 credit hours must have prior approval of the hall supervisor. Any Undergraduate RCA in the final semester before graduation may carry fewer than 12 credits, but no fewer than 6 credits. Graduate RCAs must carry a minimum of 9 credit hours per semester. Graduate RCAs in the final semester before graduation may carry fewer than 9 credits.
- **Grade Point Average:** RCAs must hold a cumulative 3.0 Grade Point Average at New York University throughout the time of application and appointment.
- **Selection Process:** RCAs must successfully complete the application and selection process.
- **University Standing:** RCAs must be in good academic and disciplinary standing at New York University prior to and throughout the period as a paraprofessional.

TERMS

The following terms must be accepted in order to serve in the role.

- **Availability:** RCA is expected to be sufficiently available in the hall. RCAs planning to leave the hall for more than a 24 hour period (i.e., weekend) must notify and/or obtain prior permission from hall supervisor.
- **Compensation:** In addition to an invaluable experience in peer leadership and teamwork, RCAs are compensated with a housing/dining grant which is utilized to cover the cost of room and board. RCAs are placed in paraprofessional rooms (that may be shared with other paraprofessionals) or apartments in their assigned hall (that may be shared with other paraprofessionals or students). Note that the paraprofessional meal plan can only be used when dining halls are open and the University is in session. This compensation may impact any Financial Aid award received. For further information, please contact a counselor with the Office of Financial Aid at 212.998.4444.
- **Role Period:** The standard role period for paraprofessionals is one academic year, from August (10 days prior to residence hall opening) to May (five days post commencement). The role period is contingent upon the successful completion of tasks, assignments and responsibilities and positive performance appraisals by hall supervisor. The RCA role is a full-academic year role.
- **Holidays, Emergency Closures, Breaks and Vacation Periods:** While vacation time is not offered, RCAs may rearrange scheduled hours, with a supervisor’s advanced approval, to allow for time away. Some paraprofessionals will be required to work holidays, emergency closures, breaks and vacation periods when
University offices are closed; these include, but are not limited to Thanksgiving Break, Winter Break and Spring Break.

- **Meetings:** RCAs can expect to attend hall team meetings each Wednesday from 9:30pm-11:30pm. As well, regularly scheduled one to one meetings with supervisors will be scheduled. These meetings are part of the 25 hour weekly commitment.

- **Outside/Additional Work:** Participation in leadership roles and work experiences are an important part of one’s educational experience. However, since this opportunity must be the primary of those selected, it is paramount that participation in aforementioned activities not be excessive in time required outside the hall and must not come in conflict with the role. Permission must be granted by hall supervisors if employment outside of this opportunity is desired. Those who have been awarded work study money through the Office of Financial Aid will not be barred from taking advantage of this type of aid. Should this apply to you please discuss your plans with hall supervisors before beginning such work.

- **Time Commitment:** RCAs should expect 25 regularly scheduled hours per week in the residence hall. These hours will be scheduled based on the need of the hall and may include both weekday and weekend hours. Please note that the residence hall environment does encounter peak times including opening, closing and transition periods. That said, some weeks more than 25 hours may be needed. When this is the case supervisors will reduce hours in a non-peak times to balance out hours. Class schedules and other academic requirements will be taken into consideration when office hours are scheduled. A flexible academic schedule is likely to best complement the scheduling requirements of the RCA opportunity.

**RESPONSIBILITIES**

In addition to the list below, other duties will be assigned as needed by the hall supervisors.

**Administrative:**
- Assist in the overall management of the Residential Life & Housing program and Resource Center;
- Attend semester training and development opportunities;
- Assist with the opening, closing and transitions of the residence hall;
- Represent the Residence Hall Resource Manager (RHRM) when requested;
- Act as a representative of the Office of Residential Life & Housing Services and serve as a resource when working with residents and other clients;
- Provide high quality, efficient, and positive customer service to residents and other clients;
- Know and implement all administrative and operational procedures of the Resource Center;
- Assist in training Office Assistants and Resident Assistants in Resource Center operations;
- Assist in interviewing Office Assistant candidates;
- Assist in the completion of the building census, office supply ordering, and other processes;
- Assist in the distribution of loaner keys, packages, and other resource center services;
- Assist in Resource Center communications (posting flyers, transition notices, etc.);
- Assist in management of space requisition process;
- Complete mail runs and print weekly rosters;
- Complete all assigned administrative tasks in a timely and accurate manner;
- Have a working knowledge of the StarRez system.

**Community Development:**
- Assist in the coordination of the Bike Share program;
- Lead active and passive Resource Center programming;
- Contribute to community life in the residence hall and serve as a positive presence in the building;
- Provide guidance and support and role model appropriate behaviors as a responsible community member;
- Be available to team members and residents as a resource, providing residents with information regarding University activities and events.

**Crisis Response & Policy Enforcement:**
- Know, communicate, and abide by existing University and Residence Hall policies and procedures;
- Know and be prepared to contact the appropriate resources in an emergency;
- Assist with the facilitation of fire drills each semester;
- Know University/community resources and make appropriate referrals if needed;
- Keep supervisors informed about all problems and concerns encountered in the residence hall;
• Maintain appropriate confidentiality while working in coordination with University team members.

TRAINING & DEVELOPMENT
Training and development programs are important to the effectiveness and success of the Residential Life program and are designed to strengthen the Residential Life team. As such, RCAs are required to attend and participate in these activities. Training activities are listed below. Development activities will be held periodically focusing on leadership development and role skill strengthening.

• Spring prior to role start: Team Meeting/Community Development Assignment/Online Modules
• Fall of role: Fall Training, (a period of time before residence halls open)
• Spring of role: Winter Training, (weekend prior to beginning of Spring semester)

STATEMENT OF ALCOHOL & OTHER DRUG USE
Paraprofessionals in the Office of Residential Life and Housing Services are expected to serve as a role model and uphold department and university policies, as well as local, state and federal laws. There is zero-tolerance for the use of alcohol or other substances in violation of policies or laws or in a manner which puts into question the paraprofessional’s ability to exercise sound judgment or serve as an appropriate role model. Paraprofessionals failing to adhere to these standards will be subject to job action likely resulting in termination from the role. For more specific information on NYU policies please visit the Office of Community Standards website and refer to the Residential Life Paraprofessional Handbook.

STATEMENT OF ETHICAL STANDARDS
Office Residential Life & Housing Services paraprofessionals are required to respect the personal integrity of all residents and assure they be treated in a manner that is fundamentally fair. Paraprofessionals should refrain from engaging in any behaviors, attitudes, relationships, or actions that:

• would impinge on a resident’s or another staff member’s dignity, moral code, privacy, self-worth, and academic, physical, psychological, and/or emotional well-being;
• would seek unjustified personal gains, unfair advantage, unearned goods or services;
• would be considered harassment on the basis of gender, race, sex, sexual orientation, religion, creed, nationality and/or mental disability.

New York University is committed to a policy of equal treatment and opportunity in every respect of its relations with its students, faculty and staff members, without regard to race, color, religion, sex, sexual orientation, marital or parental status, national origin, citizenship status, age, disability, or veteran status. This includes, but is not limited to, recruitment, hiring or appointment, selection for training, transfer, layoff, promotion, granting of tenure, rates of pay and other forms of compensation, and participation in University-sponsored educational, social, and recreational programs.