

**NYU**Residential Life
and Housing Services

PROGRAM ASSISTANT

2022

ROLE PROFILE

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1. ROLE OVERVIEW

The Program Assistant (PA) is a paraprofessional who lives on a floor in Weinstein, Founders or Othmer Hall during the summer and serves as a role model, peer counselor, resource and referral person, advocate, policy enforcer, programmer and leader for residents of the summer housing program. The PA also assists with @Home coverage and Resource Center staffing/coverage. PAs will report to the Residence Hall Assistant Director (RHAD) and/or the Residence Hall Director (RHD). The Residence Hall Resource Manager will provide secondary supervision.

COVID-19 IMPLICATIONS

The Program Assistant role in 2022-2023 may continue to look different than in previous years on account of COVID-19 which is still very much part of our daily lives. A portion of personal interaction, team meetings, and one-on-ones may still occur virtually. Guidance on this will be shared as we get closer to the start of the summer. There will of course be times when encountering others may be unavoidable (e.g.: passing by residents in hallways, sharing an elevator, encounters while serving @Home and on community walks, etc.) and PAs are asked to do their best to adhere to physical distancing and other guidelines. In addition, PAs will be expected to role model and practice physical distancing, wear face coverings and the provided personal protective equipment as well as promote infection control and prevention behaviors including hand hygiene and respiratory etiquette, as directed by the university.

Those who agree to serve may be asked to assist differently if there are institutional changes as a result of COVID-19. Those selected to serve must be adaptable and comfortable with ambiguity as role needs may evolve.

2. QUALIFICATIONS

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

- **Commitment to community:** PAs must role model and demonstrate strength of character, good judgment, flexibility, responsibility, involvement and commitment to student life and the University.
- **Course Load:** Undergraduate PAs may carry up to 16 credit hours over the summer but enrollment in courses is not required. Graduate PAs may carry up to 9 credit hours over the summer but enrollment in courses is not required.
- **Grade Point Average:** PAs must hold a cumulative 3.0 Grade Point Average at New York University throughout the time of application and appointment. PAs must be a full-time matriculating sophomore, junior, senior or graduate student during the upcoming academic year. Those graduating in **May 2022** are ineligible to apply.
- **Selection Process:** PAs must successfully complete the application and selection process.
- **University Standing:** PAs must be in good standing at New York University prior to and throughout the role.

3. COMPETENCIES

The following competencies will be developed by serving in the PA role intended to enhance personal, academic, and career success.

- Administrative skills
- Conflict management
- Equity, diversity and inclusion
- Interpersonal relationship building
- Leadership development
- Peer helping
- Problem-solving
- Resource referral
- Self-awareness and self-care
- Teamwork
- Technology
- Time management

4. ROLE PERIOD

The standard period for the PA role is one summer, starting two days prior to commencement and ending at the conclusion of fall residence hall move-in day. The role period is contingent upon the successful completion of tasks, assignments and responsibilities and positive performance appraisals by hall supervisor. PAs who leave the role prior to the end of the summer may be subject to summer housing fees and must vacate or move depending on space availability. Leaving the PA role prior to the end of the summer may affect candidacy for future roles within Residential Life and Housing Services.

5. TIME COMMITMENT

PAs should expect about 20 hours per week in the residence hall consisting of both virtual and in-person responsibilities. The breakdown of virtual and in-person time may alter if there are changes in guidance from State and local health authorities. These hours will be used at the resource center, team meetings, one on one meetings, and in interactions with residents. PAs also serve on an @Home rotation. These hours are based on the need of the hall and will 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 20 hours may be needed whereas others there may be fewer than 20 hours, so flexibility with time is important.

- **Availability:** PAs are expected to be sufficiently available in the hall to complete role tasks. A PA who is not scheduled to serve as @Home and who plans to be away from the hall for a period of three or more days must consult the hall supervisor.
- **Holidays, Emergency Closures, Breaks and Vacation Periods:** To support residents remaining in the halls during university breaks/(emergency)closures, PAs may be scheduled to serve as @Home for a portion of these periods. These include, but are not limited to Independence Day and Memorial Day.

6. OUTSIDE/ADDITIONAL WORK

Participation in leadership roles and work experiences are an important part of one's educational experience. When choosing if you'll engage in outside/additional work opportunities it is important to ensure your academic program is prioritized first and that your PA role expectations can be successfully met. It is important that any outside/additional work be discussed with a supervisor so they can assist in offering support on time management and balance.

7. CORE RESPONSIBILITIES

RESPONSIBILITIES

In addition to the list below, other tasks will be assigned as needed by the hall supervisors. PAs must be adaptable and comfortable with ambiguity as role needs may evolve. The responsibilities listed may be achieved both virtually and in-person as directed by supervisors. PAs are encouraged to review the Residential Life Paraprofessional Handbook for more comprehensive protocols and responsibilities.

Program Responsibilities:

- Participate in Program Assistant training;
- Conduct pre-program outreach for assigned residents/participants;
- Coordinate and attend weekend and evening programs, floor events and floor dinners, and chaperone events as required by supervisor(s);
- Be available and outreach to students, maintain a presence in the hall;
- Provide high quality, efficient, and positive customer service to summer programs participants;
- Respond to student concerns and help ensure participant safety;
- Monitor curfew and ensure smooth check-in and check-out of IDs every day and night (in a rotation with other team members);
- Act as a representative of RLHS & the Office of University Programs and serve as a resource when working with residents and guests;
- Complete other tasks as assigned by supervisors.

Administrative:

- Participate in weekly team meetings;
- Maintain scheduled hours per week at the resource center which may include weekends;
- Provide support for special projects and/or office/resource center coverage;
- Participate in regular one-on-one meetings and provide regular email updates regarding situations in the hall with supervisor;
- Demonstrate a positive service orientation while performing one's duties;
- Serve as an advocate for and a representative of residents by communicating concerns to supervisors;
- Understand the needs, goals and objectives of and act as a liaison between Residential Life and Housing Services and residential students;
- Assist the Housekeeping and Facilities staff in identifying facilities in need of repair or attention;
- Assist in the distribution of loaner keys, linens, packages, and other reception desk services;
- Assist with the facilitation of summer fire drills;
- Participate in other University, Departmental and building activities as assigned;
- Know and implement all administrative and operational procedures of the residence hall office and Resource Center;
- Assist in the preparation of the hall for opening and transitions.

Community Development:

- Provide opportunities for meaningful interaction for residents;
- Implement social, educational and academic programs as deemed appropriate;
- Assist residential students in academic, social and personal matters through resource referral;
- Provide guidance and support and role model appropriate behaviors as a responsible community member;
- Be available to residents as a resource, providing residents with information regarding University activities and events through individual contact and group information sharing;
- Provide support for University mediation procedures in roommate and community conflicts through facilitation of roommate/community meetings.

- Know, communicate, enforce and abide by existing University and Residence Hall policies and procedures;
- Know and be prepared to enact all emergency and crisis procedures;
- Know University/community resources and make appropriate referrals;
- Keep supervisors informed about all problems and concerns in the hall;
- Maintain appropriate confidentiality while working in coordination with University team members;
- Assist with the student conduct process by submitting timely online incident reports to document situations;
- Participate in @Home coverage during scheduled evenings, weekends, breaks and holidays.

8. TRAINING + DEVELOPMENT

Training and development programs are important to the effectiveness, success, and strength of the RLHS community. The Paraprofessional Training Committee oversees training and development aimed to provide PAs with important skills and competencies aligned with the core learning goals (outlined in section 3).

9. DATES

Below is a comprehensive list of the important dates related to move-in, training, and move-out for your term as a PA. Please copy these dates into your personal calendar.

- **May 6 & 7:** Training
- **May 16:** Summer Start Date
- **August 10-19:**
 - PAs who have also been selected as fall RAs will transition to their fall spaces on or between August 10-19, depending on space availability, in order to attend fall RA training.
 - PAs who have a confirmed fall assignment will transition to their fall space on or between August 10-19, depending on space availability, but will maintain scheduled resource center hours in the hall of summer assignment through fall residence hall move-in day(s).
- **August 12:** PAs who do not have a fall housing assignment must move out by Friday, August 12 but will maintain scheduled resource center hours through fall residence hall move-in day(s). These PAs will receive a \$250 grant refunded via check or Direct Deposit to assist in commutation and lodging from this date until the last day of the role.
- **August 28:** Role ends after fall move-in concludes. PAs will assist at their assigned summer hall on fall move-in day.

10. APPRAISALS

Residential Life & Housing Services staff members are committed to facilitating learning, growth, and development of all PAs. Professional and graduate team members provide training, development, supervision, mentorship, feedback and support. To achieve the goal of personal growth and individual success, PAs participate in formal, informal, and experiential learning activities throughout their time in the role which include:

- Facilitated team, group, and individual meetings
- End-of-summer appraisals

11. (IN)CONSISTENCIES

Residential Life & Housing Services aims to meet our vision, mission, and values while acknowledging the unique needs of each of our residential communities. With our variety of facilities, locations, populations, architectural features, staff compositions, building sizes, and programmatic offerings, each hall will need various strategies to achieve our collective work. Below are examples of items that may be inconsistent and areas you can expect to be consistent across halls.

Identified areas where there may be inconsistencies

- | | |
|---|--|
| <ul style="list-style-type: none"> ● Team development ● Frequency of @Home nights ● In-hall training | <ul style="list-style-type: none"> ● PA room/suite configuration ● Facilities management ● Team meeting dates and times |
|---|--|

Identified areas of consistency

- Housing and Meal Plan Grant
- Role profile expectations and responsibilities

- Paraprofessional manual expectations and responsibilities
- Training dates and centralized training
- One on one meetings with supervisor
- @Home start/end time and expectations
- Incident report procedures and expectations
- Lock-out policies
- RLHS policies and procedures
- Appraisal forms and timeline

12. HOUSING + MEALS

In addition to an invaluable experience in peer leadership and teamwork, PAs receive a housing grant and meal plan grant for use to cover housing and a meal plan for the length of their service.

HOUSING PLACEMENT

PAs 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).

MEAL PLAN

Note that the PA meal plan of 10 meals and \$30 dining dollars a week may only be used when dining halls are open and the University is in session. Dining halls will be limited this summer due to reduced on-campus student population. **Team members should plan to utilize their meal plan and dining dollars before the meal plan ends. PAs will be issued with a \$250 credit to their Bursar account once the meal plan period concludes. These funds can be refunded via check or Direct Deposit for use and are intended to assist in meal coverage when the dining halls are closed.**

FINANCIAL AID IMPACT

PAs receive a grant equal to the cost of housing charges. Receipt of the grant may impact your other Financial Aid awards received, and we urge you to contact a counselor with the Office of Financial Aid at 212.998.4444 or fill out the webform on our [website](#).

13. STATEMENTS

ALCOHOL & OTHER DRUG USE

PAs in Residential Life & Housing Services are expected to serve as student leaders 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 PAs ability to exercise sound judgment or serve as an appropriate role model. PAs failing to adhere to these standards will be subject to performance action likely resulting in being released from the role. For more specific information on NYU policies please visit the Office of Student Conduct and Community Standards website and refer to the Residential Life Paraprofessional Handbook.

ETHICAL STANDARDS

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

- would impinge on a resident's or another paraprofessional'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.

MEDIA

PAs who receive requests specific to Residential Life & Housing Services policy should speak with their supervisor and will be referred to University Public Affairs before speaking with any press, including student publications; all other requests should be discussed with your supervisor.

RELATIONSHIPS WITH RESIDENTS

PAs are not allowed to date residents who reside in the building where they reside. PAs may date residents who live in different residence halls.

SENSITIVE INCIDENTS

The Summer Assistant role is a tremendous leadership opportunity focused on developing community and fostering a sense of belonging in the residence halls. As individuals who are focused on community building and engaging students, PAs may encounter a sensitive situation while working with residents, while serving @Home and on community walks. While we cannot guarantee that an PA will never encounter an issue, we have created a layer of professional support that should address these situations. Individuals applying for the PA role should be mindful, though, that they may encounter sensitive incidents and should consider if the role is right for them. For more context on situations that may occur in the residence hall environment and for resources available to all NYU students, please feel welcome to contact the Assistant Director of Residential Wellness, at reslife.ra@nyu.edu to discuss these important issues in anticipation of applying for the Summer Assistant role.

SOCIAL MEDIA

Candidates should be aware that Residential Life & Housing Services, as well as many of the staff members employed by the office, maintains accounts on a variety of social media platforms. During the course of participation, the possibility exists that a staff member may encounter a personal profile or other information about a candidate. The office expects PAs and candidates to adhere to all local, state and federal laws and university policies as well as the office statements on ethical standards and alcohol use. Information obtained online that violates any of these laws, policies or statements may be considered during the selection process.

TEAM PLAYER

Paraprofessionals (RAs, RCAs, RLAs, OAs, SAs, PAs, COIs) are indispensable members of NYU's Residential Life & Housing Services team and the greater University community. Paraprofessionals must skillfully balance their responsibilities as students while serving as effective paraprofessionals. A successful paraprofessional will value every member of the NYU community – not just fellow students, but also faculty and staff. They model the behaviors we seek to encourage in all NYU students: being inquisitive, engaged, kind, empathetic and solution-oriented, even when difficult situations or conflicts arise. Paraprofessional training, including NYU's Belonging Zone and other offerings, teaches paraprofessionals the skills of active listening, mindfulness, constructive feedback, growth mindset, and resiliency within a Beloved Community. These methodologies enable paraprofessionals to successfully build community and create cultures of kindness in residential spaces. Paraprofessionals work to continually improve the NYU student experience and it is expected that paraprofessionals provide solution-focused, constructive feedback to peers, supervisors, and office leadership. These are essential elements that paraprofessionals embrace and practice to be successful in their individual roles as paraprofessionals and in their contributions to the residence hall team.

PROGRAM ASSISTANT - SUMMER EVENTS

2022

ROLE OVERVIEW

The Program Assistant (PA) – Summer Events is a paraprofessional who assists in the implementation of the summer events operation for summer programs. The PA – Summer Events reports primarily to the Residence Hall Assistant Director (RHAD) overseeing the summer events operation and serves 25 hours per week.

CORE RESPONSIBILITIES

RESPONSIBILITIES

The primary goal of the PA - Summer Events role is to assist in the operation and management of the summer events process. The following is a limited summary of the responsibilities of the PA - Summer Events. The PA- Summer Events should be aware that other responsibilities may be assigned by hall supervisors and are encouraged to look to the Residential Life Paraprofessional Handbook for specific protocols and responsibilities.

Community Development:

- Role model behaviors of a responsible community member;
- Be available to paraprofessionals as a resource to provide guidance and support.
- Know, communicate, and abide by existing University and Residence Hall policies and procedures;
- Make appropriate referrals to University or community resources;
- Keep supervisors informed about all problems and concerns;
- Maintain appropriate confidentiality while working in coordination with University team members;
- Assist in emergency situations as needed.

Administrative:

- Assist in the overall management of the housing program and Summer Events operation;
- Know and implement all administrative and operational procedures of the Summer Events operation;
- Work with University partner offices on event development and logistics;
- Assist in RSVP monitoring, attendance tracking, and events marketing;
- Assist in the acquisition and distribution of tickets for large-scale events;
- Market program events through an online blog, newsletter, and social media outlets;
- Act as a liaison between Residential Life and Housing Services and residential students;
- Participate in weekly team meetings.