Office of Residential Life & Housing Services

Position Description:

PROGRAM ASSISTANT

The Program Assistant (PA) is a paraprofessional staff member who lives on a floor in Weinstein or Founders 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 emergency response and Resource Center staffing/coverage. PAs will report directly to the Residence Hall Director. Residence Hall Assistant Directors and the Residence Hall Resource Manager may provide secondary supervision.

QUALIFICATIONS

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

- **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 or must have graduated in the semester before appointment.
- **Selection Process**: PAs must successfully complete the application and selection process.
- **Training**: All PAs must be available and attend in-hall training scheduled in the building. Specific times will be provided with the position offer.
- **University Standing**: PAs must be in good standing at New York University prior to and throughout the period of employment.

TERMS OF EMPLOYMENT

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

- **Availability**: All PAs are expected to be sufficiently available in the hall to respond to emergency situations that may arise and to maintain regular contact with residents. A staff member who is not on duty and who plans 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, during summer, PAs are compensated with a housing/dining grant which is utilized to cover the cost of room and board. PAs are placed in staff rooms (that may be shared with other staff members) or apartments in their assigned hall (that may be shared with other staff members or students). Note that staff may be moved if needed to accommodate transition. **Note that the staff meal plan of 10 meals and $30 declining dollars a week can only be used when dining halls are open and the University is in session. Staff should plan to utilize their meal plan and dining dollars before the meal plan ends. Staff will be compensated with $250 in Campus Cash once the meal plan period concludes. 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.**
- **Employment Period**: The standard employment period for the PA position is one summer, starting two days prior to commencement and ending on fall residence hall move-in day. The period of employment is contingent upon the successful completion of tasks, assignments and responsibilities and positive performance appraisals by hall supervisor. PAs who leave the position prior to the end of the summer may be subject to all summer housing fees, and must vacate or move depending on space availability.
- **Holidays, Breaks and Vacation Periods**: While vacation time is not offered, PAs may trade hours with each other, with a supervisor’s advanced approval, to allow for time away. **PAs will not be permitted to be away from campus during the time of the Pre College, SPS programs, Steinhardt and Tisch programs.** Dates will be distributed in training. Some staff will be required to work summer holidays including Independence Day and Memorial Day.

- **Work Load**: PAs should expect about 25 hours per week in the residence hall. These hours will be used in staffing the resource center, staff meetings, one on one meetings, interactions with residents, programming responsibilities, and duty. These hours are based on the need of the hall staff and may include both weekday and weekend hours. Please note that the residence hall work 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 non-peak times to balance out hours.

**PA Outside/Additional Work Policy**: Participation in leadership positions and work experiences are an important part of one’s educational experience. However, since the PA position must be the primary out-of-class activity of those students who are 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 PA position. The PA position requires a minimum of 25 hours per week of contact time within the residence hall during the period of employment.

PAs 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. PAs to whom this applies should discuss their plans with their supervisor before beginning such work to ensure an appropriate and ongoing balance of their involvement in the hall and to the PA position.

**RESPONSIBILITIES**

Each PA is expected to act as a role model and to be aware of the goals and objectives of the Office of Residential Life and Housing Services & the Office of University Programs. The primary goal of the PA position is to assist summer program participants and ensure their safe participation in the summer program. The following is a limited summary of the responsibilities of the PA. The PA should be aware that other responsibilities may be assigned by hall supervisors and are encouraged to look to the Residential Life Student Staff Handbook for specific protocols and position responsibilities. PAs are encouraged to review the Residential Life Student Staff Handbook for specific protocols and position responsibilities.

**Program Responsibilities:**
- Participate in Program Assistant staff training;
- Conduct pre-program phone calls and 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 staff members);
- Act as a representative of the Office of Residential Life and Housing Services & 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 staff meetings held during business hours;
- Maintain scheduled hours per week at the resource center which may include weekends;
- Provide staffing support for special projects, collateral assignments and/or office/resource center coverage;
- Participate in regular one-on-one meetings and provide regular e-mail 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 the Office of Residential Life and Housing Services and residential students;
- Assist the Housekeeping and Facilities staff in identifying facilities in need of repair or attention;

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• 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 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;

Crisis Response & Policy Enforcement:
• 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 staff;
• Assist with the student conduct process by submitting timely online incident reports to document situations;
• Participate in on-duty and/or on-call rotational coverage during scheduled evenings, weekends, breaks and holidays.

Availability: All PAs are expected to be sufficiently available in the hall to respond to emergency situations that may arise and to maintain regular contact with residents. A staff member who is not on duty and who plans to leave the hall for more than a 24 hour period (i.e., weekend) must notify and/or obtain prior permission from hall supervisor.

STATEMENT OF ALCOHOL USE
Student staff members 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 staff member’s ability to exercise sound judgment or serve as an appropriate role model. Staff members failing to adhere to these standards will be subject to job action likely resulting in termination from the staff position. For more specific information on NYU policies please visit the Office of Community Standards website and refer to the Residential Life Student Staff Handbook.

STATEMENT OF ETHICAL STANDARDS
Office Residential Life & Housing Services staff members are required to respect the personal integrity of all residents and assure they be treated in a manner that is fundamentally fair. Staff 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 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.

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Due to the population of students engaged in many of our summer programs (all minors of high school age), once residents move into the building **PAs are not permitted to have alcohol in the residence hall, regardless of if they are of legal age.**

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**IMPORTANT DATES SUMMER 2015**

- **May 6th & 7th:** Training
- **May 16th:** Position Start Date
- **August 10th-13th**
  - PAs who have also been hired as fall RAs will transition to their fall spaces on or between August 10th - 19th, 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 10th - 14th, depending on space availability, but will maintain scheduled resource center hours in the hall of summer assignment through Sunday, August 28th.
- **August 12th:** PAs who do not have a fall housing assignment must move out by Friday, August 12th but will maintain scheduled resource center hours until Sunday, August 28th.
- **August 14-27th:** Dining halls close. Please use the $250 Campus Cash provided for meals.
- **August 28th:** Position End Date