RESOURCE CENTER ASSISTANT
2020-2021

COVID-19 IMPLICATIONS
The Resource Center Assistant role in 2020-2021 will look different than in previous years on account of COVID-19 which is still very much part of our daily lives. Since the health and safety of our community is of paramount importance to us, we will be implementing a reduced-density student housing model for fall 2020 that will ultimately conform to the guidance we receive from State and local health authorities.

In addition to the change in density, a large portion of personal interaction, team meetings, one-on-ones, and community development will occur virtually with most large in-person gatherings entirely prohibited consistent with NYU academic classroom capacity guidelines. There will of course be times when encountering others may be unavoidable (e.g.: passing by residents in hallways, sharing an elevator, encounters while on community walks or duty, etc.) and RCAs are asked to do their best to adhere to social distancing and other return-to-campus guidelines. In addition, RCAs will be expected to role model and practice social 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.

Those who agree to serve may have their role placement adjusted and 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. Please note there will be no refund or reimbursement of any kind in the event the residence halls must close and RCAs are released of responsibilities prior to the end of the role term.

ROLE OVERVIEW
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.

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• **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.
• **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 must attend team meetings on predetermined weeks and times as scheduled by supervisor, or during the predetermined time of Wednesdays from 9:30pm-11:00pm if an alternative mutual time cannot be found. Regularly scheduled one on one supervisor meetings will also be scheduled. These meetings are part of the 25-hour commitment.
• **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 RCA 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.
• **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. RCAs must be adaptable and comfortable with ambiguity as role needs may evolve. The responsibilities listed will be achieved both virtually and in-person as directed by supervisors. RCAs are encouraged to review the Residential Life Paraprofessional Handbook for more comprehensive protocols and responsibilities.

**Administrative:**
• Participate in team meetings on predetermined weeks and times as scheduled by supervisor, or during the predetermined time of Wednesdays from 9:30pm-11:00pm if an alternative mutual time cannot be found;
• Assist in the overall management of the Residential Life & Housing program and Resource Center;
• Participate in online, distance and in-person training and team development sessions throughout the year;
• 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 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;

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● 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:
● Create an environment that promotes health, safety, infection control and prevention behaviors including hand hygiene and respiratory etiquette, adheres to social distancing guidelines, and excludes large in-person gatherings;
● 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;
● Role model and administer social distancing protocols, wear face coverings when in public spaces and personal protective equipment, when necessary, wash hands frequently to demonstrate public health objectives;
● 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.

FEEDBACK + APPRAISALS
Residential Life & Housing Services staff members are committed to facilitating learning, growth, and development of all RCAs. Professional and graduate staff provide training, development, supervision, mentorship, feedback and support. To achieve the goal of personal growth and individual success, RCAs participate in formal, informal, and experiential learning activities throughout their time in the role which include:
● Facilitated Team, Group, and Individual Meetings
● Mid-Semester, Mid-Year, and End-of-Year Appraisals
● Hall Community Feedback
● Community Development Planning
● Program Planning, Implementation, and Assessment
● Reappointment interviews, if applicable

(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
● Team development
● RCA room/suite configuration
● Facilities management
● Team meeting dates and times
● All-hall and Thematic Engagement Community programming initiatives

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Identified areas of consistency

- Housing and Meal Plan Grant
- Role profile expectations and responsibilities
- Paraprofessional manual expectations and responsibilities
- Training dates
- Centralized training
- One on one meetings with supervisor
- Incident report procedures and expectations
- Lock-out policies
- RLHS policies and procedures
- Appraisal forms and timeline
- Equal representation on RA Council

MEALS AND HOUSING
In addition to an invaluable experience in peer leadership and teamwork, RCAs receive a housing grant and a meal plan grant for the length of their service. Please note there will be no refund or reimbursement of any kind in the event the residence halls must close and RCAs are released of responsibilities prior to the end of the role term.

- HOUSING PLACEMENT: 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).
- MEAL PLAN SELECTION: As an RCA, you will receive a dining grant to cover the cost of a designated meal plan for use when dining halls are open. The designated meal plans are the 95 Flex, 120 Flex, 175 Flex or the 225 Flex. RCAs may select the 300 Flex meal plan but will only receive a grant up to the cost of the 225 Flex meal plan and will be billed for the excess cost. Please note if you add additional Dining Dollars or Campus Cash, this is not covered under your dining grant package and you will be billed.
- FINANCIAL AID IMPACT: RCAs receive a grant equal to the cost of housing charges and a meal plan. Receipt of the housing grant and/or meal 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. We also ask that all candidates and those selected to serve watch a short video on Understanding the Paraprofessional Role & Financial Aid in NYU Classes.

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.

- 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, (a period of time before the beginning of Spring semester)

ALCOHOL & OTHER DRUG USE
Paraprofessionals in the Office of Residential Life and 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 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 performance 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.

ETHICAL STANDARDS
Office of 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 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.

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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**

RCAs 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**

Paraprofessionals are not allowed to date residents who reside in the building where the paraprofessional resides. Paraprofessionals may date residents who live in different residence halls.

**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 paraprofessionals 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.

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