

**NYU**Residential Life
and Housing Services

SUMMER ASSISTANT

2022

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SUMMER ASSISTANT - OPERATIONS ADDENDUM

1. ROLE OVERVIEW

The Summer Assistant (SA) is a paraprofessional who lives on a floor in an undergraduate residence hall and serves as a role model, peer counselor, resource and referral person, advocate, policy enforcer, and leader for residents of the summer housing program. The SA also assists with @Home coverage. SAs may be asked to assist by serving hours in other residence halls, based on need. The SA reports to the Residence Hall Resource Manager (RHRM). The Residence Hall Director (RHD) and Residence Hall Assistant Director (RHAD) provide secondary supervision.

COVID-19 IMPLICATIONS

The Summer 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 SAs are asked to do their best to adhere to physical distancing and other guidelines. In addition, SAs 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

Updated March 14, 2022

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

- **Commitment to community:** SAs must role model and demonstrate strength of character, good judgment, flexibility, responsibility, involvement and commitment to student life and the University.
- **Course Load:** Undergraduate SAs may carry up to 16 credit hours over the summer but enrollment in courses is not required. Graduate SAs may carry up to 9 credit hours over the summer but enrollment in courses is not required.
- **Class Standing:** SAs must be full-time sophomore, junior, senior or graduate students during the upcoming academic year. Those graduating in **May 2022** are ineligible to apply.
- **Grade Point Average:** SAs must hold a cumulative 3.0 GPA throughout the time of application and appointment.
- **Selection Process:** SAs must successfully complete the application and selection process.
- **University Standing:** SAs 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 SA 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 SA 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. SAs 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 SA role prior to the end of the summer may affect candidacy for future roles within Residential Life and Housing Services.

5. TIME COMMITMENT

SAs 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. SAs 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:** SAs are expected to be sufficiently available in the hall to complete role tasks. An SA 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, SAs 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 SA 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. SAs 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. SAs are encouraged to review the Residential Life Paraprofessional Handbook for more comprehensive protocols and responsibilities.

Community Development:

- Maintain 20 scheduled hours per week at the resource center which may include weekends;
- Assist residential students in academic, social and personal matters through resource referral;
- Participate in regular one-on-one meetings and provide updates regarding situations in the hall with supervisor;
- Provide guidance and support and role model appropriate behaviors as a responsible community member;
- Serve as an advocate for and a representative of residents by communicating concerns to supervisors;
- Provide support for University mediation procedures in roommate and community conflicts through facilitation of roommate/community meetings;
- Assist in building orientations held throughout the summer as needed;
- At the discretion of supervisors created limited programming opportunities;
- Participate in weekly team meetings held during business hours;
- 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;
- Assist by serving hours in other residence halls, based on need;
- Participate in @Home coverage during scheduled evenings, weekends, breaks and holidays.

Administrative:

- Understand the needs, goals and objectives of and act as a liaison between RLHS 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, 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.

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 SAs 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 an SA. Please copy these dates into your personal calendar.

- **May 6 & 7:** Training
- **May 16:** Summer Start Date
- **August 10-19:**
 - SAs 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.
 - SAs 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:** SAs 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 SAs 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. SAs 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 SAs. Professional and graduate team members provide training, development, supervision, mentorship, feedback and support. To achieve the goal of personal growth and individual success, SAs 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

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

Identified areas of consistency

- | | |
|---|--|
| <ul style="list-style-type: none"> ● Housing and Meal Plan Grant ● Role profile expectations and responsibilities ● Paraprofessional manual expectations and responsibilities ● Training dates and centralized training | <ul style="list-style-type: none"> ● 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 |
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12. HOUSING + MEALS

In addition to an invaluable experience in peer leadership and teamwork, SAs 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

SAs 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 SA 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.** SAs 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

SAs 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

SAs 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 SAs ability to exercise sound judgment or serve as an appropriate role model. SAs 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

SAs 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. SAs 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

SAs 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

SAs are not allowed to date residents who reside in the building where they reside. SAs 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, SAs may encounter a sensitive situation while working with residents, while serving @Home and on community walks. While we cannot guarantee that an SA will never encounter an issue, we have created a layer of professional support that should address these situations. Individuals applying for the SA 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 SAs 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.

SUMMER ASSISTANT - OPERATIONS

2022

ROLE OVERVIEW

The Summer Assistant - Operations (SAO) is a paraprofessional who lives on a floor in an undergraduate residence hall and serves as a role model, resource and referral person, advocate, policy enforcer, and administrative support summer housing program and Resource Center. SAOs may be asked to assist by serving hours in other residence halls, based on need. The SAO reports to the Residence Hall Resource Manager (RHRM). The Residence Hall Director (RHD) and Residence Hall Assistant Director (RHAD) provide secondary supervision.

CORE RESPONSIBILITIES

RESPONSIBILITIES

In addition to the list below, other tasks will be assigned as needed by the hall supervisors. SAOs 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. SAOs are encouraged to review the Residential Life Paraprofessional Handbook for more comprehensive protocols and responsibilities.

Community Development:

- Maintain 25 scheduled hours per week at the resource center which may include weekends;
- Assist in the vision and execution of a welcoming Resource Center atmosphere;
- Assist in training others in Resource Center operations as needed;
- Assist in Resource Center team development and lead team-building activities at RC team meetings;
- Serve as a mentor and go-to resource person for the RC team;
- Assist in creating an inclusive community among those who serve and visit the RC;
- Participate in regular one-on-one meetings and provide updates regarding situations in the hall with supervisor;
- Provide guidance and support and role model appropriate behaviors as a responsible community member;
- Serve as an advocate for and a representative of residents by communicating concerns to supervisors;
- Assist in building orientations held throughout the summer as needed;
- Participate in weekly team meetings held during business hours;
- 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 by serving hours in other residence halls, based on need.

Administrative:

- Understand the needs, goals and objectives of and act as a liaison between RLHS 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, 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;
- Assist in Resource Center calendar management, monitor/update for shift swaps, holidays, and service hour changes;
- Report Resource Center, community and team need trends to the RHRM;
- Assist in management of space requisition process;
- Complete mail runs and print weekly rosters;
- Have a working knowledge of the StarRez system, as needed.