2017-2018 Community Assistant Position Description

The Community Assistant is a part-time paraprofessional position primarily responsible for programming, community development, crisis intervention, as well as fostering a living environment that is supportive and productive to all groups and individuals at the College regardless of their race, gender, religion, nationality, sexual orientation, or ability. Staff members are expected to support the mission and goals of the Office of Residential Services in addition to creating a residential experience that is supportive of the residents’ educational ambitions and goals.

Qualifications and Terms of Employment

- **Enrollment Status**: In order to be eligible for student housing, Community Assistants must be enrolled in a degree program at Teachers College and registered for classes. To maintain housing eligibility, CAAs must be enrolled and registered for a minimum of 9 credits or equivalent each semester (fall and spring). Two-thirds of each semester’s credits (6 points per term) must be earned course credits (e.g. not certificates of equivalency). Semester courses that are defined by the registrar as full-time qualify a CA for full-time status.

- **Residency**: CAAs must live in Teachers College residence halls during their term of appointment, and are expected to be available and visible in their building.

- **Period of Appointment**: The Community Assistant period of appointment covers all vacations and holidays, including but not limited to: Thanksgiving, winter and spring breaks, as the residence halls are open year round. CAAs may take a total of 21 days of vacation during their appointment term. These days should be used for personal and professional time away (e.g. vacation, holidays, conferences, data collection, etc.). All days away from the building must be approved by the Residence Directors, as half-staff must be present on campus at all times. All CAAs are responsible for obtaining coverage for their floors while they are away if it will be for three or more days. Departing staff MAY NOT use vacation days during their final week of employment as a Community Assistant. Staff is not permitted to take vacation time during the following events: during move-in, move-out, training periods, or as needed.

- **Time Commitment**: The CA position requires, on average, 20 hours per week of contact time within the residence hall community, which may include but is not limited to the following: duty responsibilities, office hours (1 hour per week), meetings, and program planning/implementation. While the typical work week is 20 hours, peak times such as training periods and move-in/move-out times require an additional time commitment. The CA team will provide rotational on-duty coverage in the evenings, on weekends, and on holidays whenever the central office is closed.

- **Outside Work Policy**: The CA position should be the student’s primary non-academic activity. As such, all Community Assistants must obtain written approval from the Residence Director if they are interested in holding a job, internship, assistantship or any other position that is not academically related or required by their degree program. Additionally, all CAAs must provide written documentation from their department for all academic work commitments that are required for their degree. Approval
will not be granted for any non-academic related work commitments requiring more than 20 hours per week.

- **Reappointment**: Each Community Assistant will receive an evaluation at the end of the fall and spring semesters, which will determine their eligibility to return to the CA role the following semester. Master’s level CAs will receive a one year appointment, maximum of three. Doctoral level CAs will receive a one year appointment, maximum of four. (Reappointments are not guaranteed). CAs are not eligible to return to the position if they have lived on campus for a maximum of 6 years.

- **Compensation**: Efficiency apartment in either Whittier or New Residence Hall or a one bedroom apartment in Bancroft, Grant or Sarasota Halls.

- **Job Performance**: A Community Assistant may receive a verbal or written warning, placed on job probation or be terminated from the CA position for failure to meet basic job functions as articulated in the CA job description.

### Duties and Responsibilities

#### Staff Development and Training:

- Be on time for and attend all training sessions. Staff members are required to be fully available for the entirety of both fall and spring training.

- Attend weekly staff, which will be held from 8am – 9am on a weekday, and attend bi-weekly one-on-one meetings.

- Serve on a Residential Services committee as needed or requested.

- Assist with the Community Assistant selection process as needed or requested.

- Assist with the recruitment of professional staff as needed or requested.

#### Duty Coverage and Responsibilities:

- Participate in an on-call duty system, (after 5:00 p.m. on weekdays, twenty-four hours on the weekend and whenever the central office is closed). CAs should limit their absence from campus during duty hours to going to class, eating meals, and visiting TC/Columbia facilities between Morningside/Riverside Drive and 110th/125th Streets.

- The duty CA must remain in an area where there is sufficient cell phone reception, and must find coverage if they are traveling to an area with inadequate or poor reception. Consumption of alcoholic beverages while on duty is prohibited.

- Always answer the duty cell phone or immediately return a missed call. Use of the duty phone is restricted to business related calls only.

- Keep the duty phone and all keys in a safe place at all times.

- Perform building rounds one time per week (Saturday or Sunday) to ensure building security in addition to checking in with public safety about calls received.
- Update and maintain the building duty log Google Document by recording all incidents that occur while on duty. Duty logs should be submitted by 9:00am the next business day. Other duty calls received should be documented in an email to the Assistant Director Coordinators and submitted by 9:00am the next business day.

- Assess each emergency and non-emergency situation, making the appropriate interventions.

- Complete all forms and paperwork for incidents in a timely fashion (Incident reports must be submitted by 9:00am the next day or 9am the same day if incident occurred after midnight).

- Follow-up on all incidents and outstanding situations to ensure completion and documentation.

- Report emergency maintenance concerns to the facilities staff via Public Safety and non-emergency maintenance concerns to the facilities staff via the work order system.

- Refer unsolved concerns and emergencies to the appropriate staff (e.g. Residence Directors, Assistant Director(s), Director of Residential Services and Card Services, or other TC staff).

**Community Development:**

- Develop and implement a minimum of six programming events during the fall and spring semesters, and three during June and July. All programs must fall within the realm of the current community development programming model.

- Conduct a needs assessment to ascertain resident interest in programming and ORS/CA sponsored events.

- Develop and implement semester introductory floor meetings and additional floor meetings as needed each semester.

- Work cooperatively with other departments and offices in planning and implementing programs.

- Assist with new student orientation and programming initiatives related to the New Student Experience (NSE).

- Be available, visible, accessible and approachable to all residents during and beyond office hours.

- Be knowledgeable about Residential Services’ policies, procedures, and services to assist residents as needed.

- Ensure that all bulletin boards are current and up-to-date at all times.

- Conduct weekly walkthrough of assigned floors and report any facilities or safety concerns appropriately.

**Safety and Security:**

- Disseminate information to residents concerning safety/security procedures and regulations.

- Work closely with the Public Safety staff to ensure building security.
• Be alert to the features of all residential facilities to ensure resident safety and security.

• Report any and all security issues to the Office of Residential Services and Public Safety.

• Provide assistance and support during fire drills.

• Participate in the safety inspections process each semester or as required.

• Be prepared to assist the ORS and Public Safety in case of a fire, medical, or other type of emergency.

Administrative:

• Be present for and participate in all move-in, move-out and transfer processes, completing all unit condition reports and maintenance work orders in a timely fashion.

• Check e-mail, CA office mailbox, and voicemail on a daily basis. Respond to emails from supervisors, colleagues, or residents within 24 hours.

• Submit all paperwork by the required deadlines as outlined in the staff manual.

Other Responsibilities:

▪ Serve as a liaison between residents and the Office of Residential Services.

▪ Project a positive image as a representative of the Office of Residential Services, showing respect for the CA position, residents and fellow staff members.

▪ Acquaint yourself with both the Facilities and Public Safety staff.

▪ Maintain high professional standards, including integrity and confidentiality.

▪ Comply with all policies and procedures.

▪ Assist with various department projects as needed or required.

▪ Perform all other duties as assigned by the Residence Director or other professional staff members.

The Office of Residential Services reserves the right to change or amend any and all portions of this job description as dictated by positional and departmental needs and changes.