2021-2022 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. To maintain housing and renewal eligibility, CAs must meet housing eligibility as stated in the TC Housing Contract.

- **Residency**: CAs 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. CAs 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 Director, as half-staff must be present on campus at all times. All CAs are responsible for obtaining coverage for their floors while they are away. 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. The 21 vacation days cannot be taken all at once.

- **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: duty responsibilities, daily email correspondence, office hours (1 hour per week), meetings/trainings, and program planning/implementation. While the average work week is approximately 20 hours, peak times such as training periods and move-in/move-out times may require an additional time commitment. The CA team will provide rotational on-duty coverage in the evenings, on weekends, on holidays, and 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 CAs 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 semester, which will determine their eligibility to return to the CA role for the following academic year. Reappointments are not guaranteed and are dependent on job performance and staffing need. CAs are not eligible to return to the position if they have not met the enrollment requirements or have lived on campus for a maximum of 6 years.

Compensation: Small studio apartment in either Whittier or New Residence Hall or a one-bedroom apartment in Bancroft 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 meetings, which will be held EVERY Thursday from 9am – 10am, and attend bi-weekly one-on-one meetings with the Residence Director.
- 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 Amsterdam/Broadway and 110th/125th Streets. If in person response is required, CAs are expected to respond within 10 minutes.
- 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 in a safe place at all times.
- Perform duty rounds one time per week (Saturday or Sunday) and weekly weekday area walk through 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 following morning.
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 the incident occurred after midnight, including weekends).

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 unresolved concerns and emergencies to the appropriate staff (e.g. Residence Directors, Associate Director, Assistant Director, Executive Director for Campus 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 the summer. 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 Resident Orientation.
- 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 and submit work orders accordingly.
• Report any and all security issues to the Office of Residential Services and Public Safety.

• Provide assistance and support during fire drills and alarm activations.

• 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 room condition forms 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.

• Complete other administrative tasks as needed or required.

**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.

• Assist in the Whittier mailroom on an as needed basis during the academic year, including holidays.

*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.*