



Holy Cross

OFFICE OF RESIDENCE LIFE AND HOUSING

Head Resident Assistant (HRA)

Position Description

RESPONSIBILITIES:

The Head Resident Assistant (HRA) reports directly to the Community Development Coordinator (CDC) of the building, attends to a building of 180–450 students and works with a peer student staff of 6-12 Resident Assistants (RA). The HRA has primary responsibilities for campus-wide duty rotation, co-advising House Council, overseeing programmatic and community building initiatives, and assisting with various administrative tasks in support of the CDC. The HRA is expected to serve as a role model for others while conducting him/herself in accordance with the College and Residence Life policies and Community Standards set forth in the Holy Cross Student Handbook and the Residence Life Staff Manual. The following are the minimum expectations and qualifications of a HRA. Please note that this is a multifaceted position and the HRA may be assigned other duties by the Professional staff in keeping with the spirit of this position description.

Advisory:

- Establish a positive rapport with the RA building staff and be a resource in their personal, social and intellectual growth.
- Address problems and potential problems in a timely and responsible manner and refer students/staff to appropriate campus and community resources.
- Assist students and RAs with personal, social and academic concerns in an atmosphere of support and with respect to their right to privacy.
- Recognize and suggest possible outlets for the talents and interests of individual RAs.
- Assist and consult with RAs when dealing with roommate and resident conflicts.
- Oversee and support the RA building staff in their efforts to maintain Community Standards.
- Assist in the evaluation of RA building staff.
- Facilitate team builders for Residence Life & Housing staff during fall and spring training.
- Develop monthly team builders, to be conducted during staff meetings, as it relates to staff development.
- Help generate discussion and group consensus during RA building staff meetings.
- Periodically check in with RAs during RA resource hours.
- Maintain a positive attitude throughout the year that is supportive of your residential community, the RA building staff, and the Office of Residence Life & Housing.

Policy Enforcement:

- Conduct campus-wide duty rounds and work special duty nights as assigned.
- Encourage students to respect the rights of others emphasizing individual responsibility and self-regulation in matters of personal and community behavior.
- Confront and document situations violating Community Standards and/or Student Conduct policies.
- Serve as an emergency contact for RA building staff and residents.
- Orient RAs to and assist in conducting thorough duty rounds of their residence hall.
- Conscientiously inform all residents of Community Standards, college policies and regulations, as well as the rationale for them.
- Consult with Professional staff about appropriate referral of disciplinary incidents.
- Keep the Professional staff informed of potential problematic situations.

Community Development/Programming:

- Assist and mentor RAs in conducting regular floor meetings that allow for social interaction, exchange of ideas and discussion of problems.
- Work in conjunction with the RAs of each floor to implement one floor program per semester.
- Strive to develop a sense of community among residents, which promotes individual responsibility, protects individual rights and values the dignity and respect of all individuals.
- Assist with creating and maintaining a living environment conducive to academic, personal and social success.
- Create and maintain a theme bulletin board once per month (per discretion of CDC).
- Implement one to two team builders per semester at Staff Meetings.
- Work with residents, RA building staff and the House Council in implementing programs and community building initiatives which include opportunities for faculty-student interaction.
- Create and maintain a program tracking chart and supervise RA building staff in completing programming and community building requirements in accordance with the programming model.
- Oversee quality and effectiveness of RAs' bulletin boards and door tags.
- Encourage residents to take an active role in hall matters through shared-governance.
- Work with CDC to manage programming budget and track programming expenses for RA building staff and House Council initiatives.

Hall Wide Programming:

- In conjunction with the CDC, coordinate and evaluate two hall-wide programs per semester, one of which must be in conjunction with House Council.
- Advise RAs through creation, implementation and evaluation of each hall-wide program.

House Council:

- Generate initial interest, development, and operation for the House Council.
- Oversee election process and implementation.
- Advise House Council to facilitate programs that meets the needs of hall or area residents and maintain budget.
- Assist House Council in exploring possible solutions to address residential concerns.

Peer Educators:

- Establish contact and serve as a liaison between the RA building staff and peer education groups.
- Work collaboratively with peer education groups to implement at least one program per semester.

Peer Counseling, Communication and Referrals:

- Interact with residents on an individual basis and help foster personal and intellectual growth.
- Be knowledgeable of campus resources and make appropriate referrals when necessary.
- Regularly inform CDC of potential problems which may or may not interfere with the goals and expectations of the RA building staff and Office of Residence Life & Housing.
- Be informed and pass along information about campus events, extra-curricular opportunities, community events, and general announcements.

Availability:

- Be available, approachable, and accessible to students, RA building staff and your supervisor.
- HRAs are expected to maintain residence in the rooms assigned to them from the first to the last day of each term, with limited overnight absences (including weekends). Inform the appropriate Professional Staff Member of plans to leave the campus for more than a day.

- HRAs should make a special effort to spend as much time as possible in their building, including two resource hours/week in a universal location to which all building residents have access. This position should be second only in priority and time commitment to a HRA's academic work.
- HRAs are expected to leave for break only after they have ensured that proper procedures have been followed in closing and securing their building or area.

Administrative:

- Attend Spring Staff Orientation, Fall training (two weeks before start of classes), and January training (1-2 days before start of classes).
- Assist with the opening and closing of residence halls. All Residence Life & Housing Staff Members are required to stay at least 24 hours after the final exam and return to campus at least 24 hours before the residence halls open in January.
- Coordinate monthly Health & Safety inspections to support College personnel (i.e. Housekeepers, Custodians, Public Safety, etc.), and residents with respect to cleanliness, safety, and general maintenance.
- Participate in at least one Residence Life & Housing committee.
- Assist with RA selection and the Housing Selection Process.
- Schedule and coordinate monthly duty for staff and submit to the Residence Life & Housing Secretary.
- Attend monthly HRA/SRD staff meetings to coordinate duty schedule.
- Attend regularly scheduled individual meetings with your supervisor.
- Assist and provide leadership for RA staff through active participation and facilitation in Fall Training, In-service Program, January training and any other training workshops for staff.
- Serve as liaison between your supervisor and RA building staff. This includes serving in an advisory capacity to the Professional Staff and the Office of Residence Life & Housing
- Set up voice mail within one day of arriving on campus in the fall.
- Check staff mailbox (Hogan 122 and residence hall staff office), email, and voice mail on a daily basis.
- Attend and participate in required in-services throughout the semester.
- Perform various administrative tasks as requested by your supervisor or the Office of Residence Life and Housing including: quality of life surveys, evaluation forms, etc.

Qualifications:

- Rising junior or senior students with previous RA experience.
- Minimum 2.5 cumulative GPA.
- Experience in confronting, enforcing, and advising on adherence to College policy.
- Demonstrate leadership abilities, strong organizational and interpersonal skills.
- As both a student and a staff member, the HRA must successfully balance personal academic responsibilities with the duties of this position.
- Adhere to a maximum of 10-15 hours of extra-curricular time commitments outside of the HRA position per week. (Commitments exceeding the maximum must be approved your supervisor.)

* Please note that some responsibilities may change in support of Montserrat.