

CHAPTER RESIDENT ASSISTANT JOB DESCRIPTION

Fall 2019 - Spring 2020

Philosophy of the Chapter Resident Assistant Position

The Chapter Resident Assistant is responsible for developing relationships with and among residents, and helping promote individual and chapter growth and development through the Chapter Residential Facility. It is expected that Chapter Resident Assistants will be interested in the welfare of students, success of chapters and in the success of TCU. As an employee of Fraternity and Sorority Life, each Chapter Resident Assistant will support the TCU and FSL mission statements and adhere to, administer, and enforce policies and procedures as outlined in the **Code of Student Conduct, Student Handbook, CRA Code of Ethics, Housing Contract, and Chapter Facility Agreement.**

Directed Goals and Expectations of the Chapter Resident Assistant Position

Appointment and Contract Period

- Chapter Resident Assistants are employed for a 10 month period, beginning **August 1, 2019** and ending **May 15, 2020** and are expected to participate in all hall preparation including opening and closing procedures.
- Chapter Resident Assistants will attend and participate in staff meetings, on-call rotations, meetings with their Hall Directors (HDs), and regular staff trainings, development opportunities, and other events.
- Chapter Resident Assistants will be at least at a sophomore standing and have one full year of college experience.
- Chapter Resident Assistants will be in good judicial standing with the University, Fraternity and Sorority Life and Housing Residence Life.
- Chapter Resident Assistants' student account will be in good standing. If a financial hold appears, the Chapter Resident Assistant will be contacted and given a deadline to resolve their account standing. Failure to resolve the hold may result in termination.
- Chapter Resident Assistants will be in good standing (academic, financial, social, etc.) with their respective chapter.

Academic Qualifications

- Chapter Resident Assistants must have at least a 2.75 cumulative GPA and be in good academic standing at time of application and through the term of employment.
- Chapter Resident Assistants must be a full time student (12 credit hours per semester) at time of application through the term of employment.
- First semester CRAs may not take more than 15 credit hours of academic coursework.
- All exceptions to the academic qualifications must be submitted in writing to the Fraternity and Sorority Life Coordinator of Administration for approval.

Time Commitments and Outside Involvement

- Chapter Resident Assistants will live in the building and be regularly accessible to staff and residents throughout the year.
- Chapter Resident Assistants will participate in weekly one-on-ones, regular staff meetings, monthly all-CRA meetings, and weekly office hours within the office of Fraternity and Sorority Life. Additionally, CRAs will serve on committees and participate in the planning and execution of in-hall and community programming.
- Chapter Resident Assistants will participate in a duty rotation, including all University breaks and holidays, excluding Winter Break.
- Time commitments exceeding 15 credit hours of coursework and 10 hours of extracurricular activities must be approved through the supervising Hall Directors and the Fraternity and Sorority Life Coordinator of Administration.

- Chapter Resident Assistant may not hold the position of Chapter President during employment as a CRA without approval from the Fraternity and Sorority Life Coordinator of Administration.
- Any extended time away that is more 24 hours must be approved in advance by the Hall Directors.
- The Chapter Resident Assistant will inform the Hall Directors when absent for any overnight period.

Supervision

- Chapter residents will be on a community centered staff that serves multiple chapters and is overseen by two to three Hall Directors.
 - Hall Directors are graduate students who live in Worth Hills and provide support to on-campus residents. They serve as a guide, sharing their fully trained expertise with residents and student staff.
- Chapter Resident Assistants will be employed in a hall based on individual staffing needs and will receive consistent supervision through regular meetings and conversations from their Hall Directors.

Training Requirements

- Attendance at all trainings is required for employment. Absences from training must be discussed with and approved by the Fraternity and Sorority Life Coordinator of Administration prior to training.
- **CRA Pre-Service: Sunday, March 24, 2019**
- **Fall 2019 Move In: Sunday, August 4, 2019**
- **Fall 2019 Training: Monday, August 5 – Monday, August 12, 2019 (trainings will be all day)**
- **Spring 2020 Training- Thursday, January 9 – Sunday, January 12, 2020 (tentative)**

Compensation

- New CRAs receive a designated CRA room in a chapter facility and a meal plan. CRAs in their first and second semesters of service are eligible for the Silver, Flex 7, or Flex 12 Meal Plans.
- Returning CRAs receive a designated CRA room in a chapter facility and a meal plan. CRAs in their third or fourth semesters of service are eligible for the aforementioned and Gold Meal Plans. CRAs in their fifth or more semesters of service are eligible for the aforementioned and Platinum Meal Plans.
- CRAs will receive a monetary stipend for both fall and spring trainings.
- The position is based on 15 hours of work a week. TCU policy is that students may work 25 hours a week, so the opportunity to work an additional 10 hours at another position on campus is available.

Studying Abroad

- Chapter Resident Assistants who choose to study abroad must let Fraternity and Sorority Life know at least two months before studying abroad allowing enough time to coordinate staffing for the next semester or year.
- Chapter Resident Assistants who choose to study abroad will be placed back into the available candidate pool for the coming semester.
- Chapter Resident Assistants who study abroad, while placed back into the applicant pool, are not guaranteed a position for the semester they return pending hiring needs.

I have read and understand the terms of employment. As a staff member of Fraternity and Sorority Life, I have the responsibility to the students, chapters, the University and myself. My signature below indicates that I agree to uphold the University's, Fraternity and Sorority Life's and Housing and Residence Life's policies and philosophy.

Printed Name

Signature

Date

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Under the general direction of the Hall Directors, the Chapter Resident Assistant supports Fraternity and Sorority Life in the development of a student life program within the chapter facilities. The specific responsibilities of the Chapter Resident Assistant position are divided into the following categories:

Administrative Skills

CRAs must engage and encourage participation in the following:

Attend and participate in fall and spring trainings, opening and closing responsibilities, health and safety checks, roster management, and other department initiatives

Attend weekly one on ones, regular staff meetings, monthly all-CRA meetings, and complete any documentation or reports as required by the HDs

Participate in all formal and informal staff evaluations

- Be constructively involved in the evaluation process
- Work with HDs and staff to set goals for individual and team performance

Complete administrative duties and paperwork as needed

- Timely and accurate reporting of incidents, maintenance, housekeeping needs, fire alarms, health/safety checks, reports, check-in/check-out procedures, medical or wellness concerns, security issues, inclement weather, programming forms, conversation logs, etc.
- Responding to resident lock outs

Perform regularly scheduled duty and office hour shifts.

- CRAs are on rotating duty as determined by FSL staff and the HDs
- Duty includes, but is not limited to, performing rounds, managing crisis, addressing policy violations, working bus loading, responding to lock outs, and providing student/staff assistance as needed
- CRAs work approximately two hours per week within the Fraternity and Sorority Life office

Communicate with HDs

- Maintain an open line of communication with the HDs through regular contact
- Consistent communication entails meeting regularly with supervising HDs to share job-related information (one on ones), receiving feedback and developing job-related skills
- Respond to e-mails within 24 hours

Actively participate in the recruitment and selection process for hall staff for the next academic year

Disseminate and collect information (posters, information from staff meetings, etc.) as requested in a timely fashion

Report maintenance problems in a timely fashion in order to maintain the physical condition of the chapter facilities. Provide timely follow-up on reported problems.

Strictly adhere to the lockout and access policies.

Perform other duties as assigned by the HDs or the administrative staff of FSL.

Interpersonal and Helping Skills

CRA's must engage in and support the following:

Create opportunities for the personal, social, and academic development of students

- Spending a significant amount of time in the chapter facilities
- Being available to assist students
- Planning and implementing programs and activities
- Supporting chapter initiatives and activities
- Conducting community walk-throughs
- Visibility in the chapter facilitates, on campus, etc.

Demonstrate helping relationships with residents and members

- Be a good listener
- Approachable
- Appropriately confidential
- Genuinely interested
- Respectful
- Inclusive
- Trustworthy
- Know each student in your chapter facility
- Create a welcoming environment in the facilities

Emergency and Crisis Response

- Prioritize student safety and wellness
- Utilize critical thinking skills
- Determine and follow the appropriate protocol

Define and identify student issues and initiate appropriate intervention:

- Identifying personal, physical, emotional, and academic student issues
- Determine when, how, and where to refer with the support of the HDs

Demonstrate appropriate relationships and boundaries:

- CRA's are expected to hold peers accountable, maintain appropriate relationships, and draw necessary boundaries with chapter residents and other staff members

Community Development Skills

CRA's must engage in and support the following:

Demonstrate constructive and positive role modeling behavior

- Personal, emotional, social behavior and academic pursuits
- Abide by the CRA Code of Ethics and all University and Residence Hall policies
- Model an appreciation for diversity and inclusion
- Demonstrate ethical decision-making

Integrate with students to create a positive group living environment

- Build a community that displays mutual respect and promotes consideration of individual needs
- Identify and report behaviors that are inappropriate and/or in violation of campus policies and procedures
- Address behavior that endangers the health and safety of residents, as well as behavior that results in damage to University property
- Confront questionable behaviors or actions document the incident(s) within 24 hours

Identify and explain student concerns related to living on campus

- Issues regarding resident wellness, policies, procedures, dining services, maintenance etc. should be reported through the HDs, FSL staff, or other campus partners
- Policy violations should be appropriately documented and reported through the HDs

Demonstrate knowledge of campus departments for information and referral

- Serve as a resource and distribute information as needed
- Connect residents to resources

Demonstrate effective conflict management skills

- (i.e. roommate conflicts, noise disruptions, house disputes, etc.)

Community and Educational Programming Skills

CRA's must engage and encourage participation in the following:

Implement programming requirements as set forth by the department

- Work collaboratively with the hall staff and HDs to organize and implement comprehensive programming
- Complete all required program planning and evaluation materials
- Attend programs in the community and encourage residents to participate

Self-Responsibility Skills

CRA's must engage and encourage participation in the following:

Identify ways and encourage support of fellow staff members

- Support programs, duty change requests, monthly gatherings, etc.
- Maintain positive working relationships with FSL and other TCU faculty and staff members

Demonstrate responsibility with staff privileges

- Maintaining confidentiality is a cornerstone of a productive community and strong staff/supervisory relationships
- Maintain confidentiality and objectivity in all matters related to students and staff
- Comply with all key access policies and procedures
- Discuss and gain approval for all major extra-curricular time commitments outside the CRA position; Course load, outside work and extra-curricular time commitments should not exceed 25 hours per week without departmental approval