

UNIVERSITY OF
Redlands
Resident Assistant Employee Agreement
Residence Life and Housing

SAMPLE

This contract is for an employment term beginning [START DATE] and ending [END DATE]. This is a fixed term contract and not automatically renewable. Dates of this contract are flexible and may change based on the academic calendar and/or department need. Staff members may also voluntarily move-in early, if being offered, to support Early Arrival dates prior to the beginning of the contract. In order to return for another year of employment, staff members must reapply and re-interview in addition to having shown strong performance in the current year's employment. ____ (initials)

The Resident Assistant (RA) is a member of the University of Redlands Residence Life and Housing Staff. The RA has a basic responsibility for the entire residential community, and area, where they are assigned with emphasis on the students on their assigned floor(s). The RA is a full-time student and may carry up to 20 units per semester. Since the RA position is reserved for those who can maintain a satisfactory level of scholastic achievement and still fulfill the responsibilities of the position, a minimum GPA of 2.5 is required. The minimum GPA must be maintained during the tenure of the position. RAs must maintain an acceptable academic and job performance standard and complete all aspects of the RA position. **Each RA is required to give first priority to this position over all areas of activity with the exception of academic work and acceptance of this position is acknowledgement of such.** The job description, including all training requirements and mandatory events, of this position can be found within this contract. While we endeavor to provide mandatory dates in advance in this document, be aware that mandatory dates may be added at the discretion of the department or staff supervisor and are expected to take precedence over any activities which are not scheduled class times. ____ (initials)

There are **mandatory** August Training, January Training, and RLH In-service sessions. **RAs are not to commit to any academic or extra-curricular responsibilities during these times and are required to attend all trainings and gatherings.** Dates for all training sessions and workshops are listed on the second page of this document. Attendance will be taken at each and those who do not attend may be subject to removal from the position. In addition, RAs may be required to complete training material, through independent study or workshops, during the spring and summer prior to beginning their duties in preparation for the position. ____ (initials)

Due to the intensive nature of the RA position, working for Residence Life and Housing restricts the ability to participate in some other time commitments. RAs cannot join any organization that requires a New Member Process during the first semester of their employment with Residence Life and Housing. Further, RAs are not permitted to accept any "honorary" status to an organization with a New Member Process. RAs may not serve as Orientation Leaders, First Year Journey Trip Leaders, or Peer Advisors. Other time commitments requiring specific approval include, but are not limited to, New Member Processes (after the first semester), sports teams, leadership positions within organizations, outside employment (to be limited to a maximum of 10 hours per week off campus), and other commitments that will require time away from community. Staff members must discuss these in advance with their supervisor, so choices are made considering that person's workload, both academic and in the RA job, as well as their ability to live a balanced life. **Residence Life and Housing reserves the right to ask RAs to re-prioritize co-curricular commitments, reduce involvements, or terminate involvements if job performance is below expectations.** Staff members must be available for their residents, meaning they need to be present in the community even when not on duty, on campus at least two weekends per month, and involved in a limited and manageable amount of outside involvements. ____ (initials)

On page 2, RAs will list the activities they will participate in for the coming academic year. For all clubs/groups/teams, please indicate whether holding an office in that organization is intended. The listed involvements **must** be approved by supervisors. **No other time commitments will be permitted without specific approval from supervisors in advance.** ____ (initials)

RAs receive a stipend of [STIPEND AMOUNT] per year, divided equally between the Student Employment Pay Dates Calendar for RLH Staff. All staff members also receive a single room at a double room rate with a [ROOM DISCOUNT] room credit for services rendered. The RA's room rate corresponds to the AC and bathroom amenities of the room and community in which they are assigned. Those RAs living in double rooms may receive a roommate as housing occupancy requires or elect to select a roommate if they choose. It is possible for staff compensation packages to increase during the year, for example, in response to increases in minimum wage laws, etc. Should a student be hired into the RA position part-way through the year, the stipend will be pro-rated based on the employment start date. Further, students must complete all paperwork with Student Employment prior to the first day of training in August or beginning their job responsibilities. Students who have not completed their paperwork will not be permitted to engage in training activities and their pay will be pro-rated until they are permitted to begin work. ____ (initials)

Staff changes may occur at any time throughout the academic year and staff may be reassigned to new halls or floors. **Some RAs may choose to participate in a study abroad semester in the spring or May Term travel course, therefore terminating their contracts early.** To do this, staff members must speak with their supervisors and submit a written resignation letter to the Director of Residence Life and Housing. Those not working in May Term will not receive their final two pay checks. Staff members in communities that close for May Term may resign, per above, or continue to work. Those who choose to continue will be reassigned to a different community open for May Term. ____ (initials)

RAs will participate in a duty rotation with their staff team by building or complex. Duty is nightly from 7PM-7AM and they will carry a cell phone during their duty shift. Duty must be provided during the following university breaks: Fall Study Days, Spring Break, and May Term Recess. **Staff will have to coordinate time off as a group before booking any travel. It is recommended that the dates in this contract be shared with friends and family upon signing to plan accordingly.** ____ (initials)

RAs agree to abide by the Code of Community Standards. Should a RA violate the Code of Community Standards, employment decisions related to these violations are considered independent of the Community Standards Process and may commence and reach resolution prior to, concurrently, or after the culmination of their process with the Office of Community Standards and Wellbeing. Failure to follow these functions and responsibilities will result in disciplinary action, which may include termination. RAs will be aware of their impact as a role model for students wherever they go and understand that influence in this role is not limited to the residential environment or to time executing position responsibilities. RAs are representatives of the entire university at all times. RAs behavior will reflect this understanding at all times. ____ (initials)

This agreement is a conditional contract, assuming the RA completes the required work to become a RA, maintains the required GPA, and does not violate the Code of Community Standards. In the event a RA violates any of these terms, the RA may be terminated prior to the official start date on this contract or any time following. This agreement shall include as part of the acceptance of the position all functions and responsibilities included in the job description, employment policies, and training education. ____ (initials)

Mandatory Dates for Employment Term
All dates are tentative

TBD	RAs and LRAs arrive on campus
TBD	August Training and Move-ins
TBD	September RLH In-Service 3:30-5PM
TBD	October RLH In-Service 3:30-5PM
TBD	November RLH In-Service 3:30-5PM
TBD	December RLH In-Service 3:30-5PM
TBD	Halls close for Winter Break (RAs dismissed by supervisor)
TBD	RLH staff return by 8AM (RA staff may return on the 12 th with notice to supervisor)
TBD	January Training and Move-ins
TBD	February RLH In-Service 3:30-5PM
TBD	March RLH In-Service 3:30-5PM
TBD	April RLH In-Service 3:30-5PM
TBD	Halls close for those not staying for May at 2PM (RAs dismissed by supervisor)
TBD	May Term Break (Staff on duty each night)
TBD	May Move-in
TBD	Halls close for summer (RAs dismissed by supervisor)

Other Mandatory Dates: In addition to duty nights, programs, community meetings, training, and closing times, RAs will be required to participate in additional events periodically, including Orientation Events, Discover Redlands, SRAP, and Admitted Students' Day(s). When dates are assigned for these events, as well as for all dates listed in the chart above, RAs should immediately block these dates on their calendar or discuss any conflicts with supervisors. ____ (initials)

The content of this agreement as well as the Employment Policies and Employment Hearing Model documents attached, are subject to change at any time before or during the term of the agreement with notice to the undersigned based on ever-changing needs of the entities to whom the department of Residence Life and Housing is responsible. Should the contract change in any way, a new document will be issued to the affected staff member to sign or decline. Should a staff member choose to decline the new contract and resign the position, the Department and those employed therein will hold no ill-will towards that person and will be held to the zero-retaliation standard of the University. ____ (initials)

UNIVERSITY OF
Redlands
Resident Assistant Employee Agreement
Residence Life and Housing
 (Return this page to Residence Life and Housing)

As requested on page one, please fill in your organizational and other time commitments below:

Commitment	Position	Time per Week	Conflict with contract dates? y/n explain if yes

I, _____, have read and understand the contract, job description, and employment policies as written below. I understand this means I will be held accountable to the policies within this agreement. By signing this agreement, I also declare that I will be present for all mandatory dates as listed on page 2 of this agreement. Should I be unable to attend these dates, I am aware my appointment will be terminated or offer rescinded.

I accept the appointment as Resident Assistant and, as evidence of a complete contract, I am returning this signed agreement.

- I am an athlete and have reviewed the RA Agreement, including all dates and time commitments, with my coach and both are in understanding that I must attend all scheduled events.

Coach Name

Coach Signature

Date

Resident Assistant Name

Resident Assistant Signature

Date

RLH Professional Name

RLH Professional Signature

Date

Mark here if you'd like a printed copy.

UNIVERSITY OF
Redlands
Resident Assistant Job Description
Residence Life and Housing

Staff Functions:

1. Attend and participate in all residence hall staff training sessions, in-services, socials, and other mandatory events. Absences for any reason must be approved by the professional staff supervisor at least one week in advance and are reserved for academic commitments.
2. Attend all regular residence hall staff and 1:1 meetings as set by the building supervisor.
3. Be responsible for the opening and closing of the residence hall during all vacation periods by checking all rooms assigned by the supervisor, completing all assigned tasks in common areas, and not leaving until the residence hall is empty and permission is given by the supervisor.
4. Regularly ensure that the residence halls are locked 24 hours a day.
5. Regularly report to the building supervisor about general problems and concerns influencing students and the hall living environment (personal concerns as well as maintenance) and document noted concerns.
6. Initiate and maintain contact between students and other staff members.
7. Assist with staff evaluations.
8. Inform residents of hall and University regulations, policies, and safety procedures.
9. Enforce all University regulations and policies. Create a communication record when a violation occurs.
10. Be supportive of and personally abide by all University regulations and policies.
11. Document all incidences of potential policy violation or student concerns immediately (or by 8am following notice).
12. Be cognizant of the rights and responsibilities of all members of the University community. Respect those rights, advocate for others, and treat all community members with respect, fairness, and professionalism.
13. Be available. RAs must remain on-campus two full weekends each month at minimum.
14. Participate in a duty rotation with the rest of your hall staff. This involves:
 - a. Being on campus and available via duty cell phone from 7-9pm.
 - b. Being in the residence hall and available to residents between 9pm and 7am.
 - c. RAs will conduct a minimum of two rounds during the weekday (Sunday-Thursday) and three rounds during the weekend (Friday-Saturday) of community to ensure the health and safety of students, as well as build community and relationships.
 - d. Fall Break, Spring Break, and May term Break are a part of the regular duty rotation.

____(initials)

Management Functions:

1. Submit maintenance requests, written reports, and communication records as needed or requested.
2. Be responsible for resident check-in and check-out procedure throughout the school year.
3. Facilitate the Roommate Agreement process for all residents, including collecting one per room.
4. Investigate and report public area and room damage.
5. Be able to show students how to complete forms and applications in the MyRedlands Housing Portal.
6. Identify non-residents who make unauthorized use of hall facilities, ask them to leave or report them to Public Safety.
7. Maintain residence hall security and implement appropriate action when necessary.
8. Inform residents of hall and University regulations, policies, and safety procedures.
9. Complete Duty Logs after each night of duty. These are due by 8am the next morning.
10. Ensure any additional COVID-19 policies are enforced (i.e. face-coverings, physical distancing, etc.)

____(initials)

Community Building:

1. Create door decorations with each resident's name prior to the start of the Fall/Spring semester. Provide extras in case a change is necessary.
2. Assist residents in getting acquainted. (Our goal is for all residents to know the names and something about each of their community members.)
3. Collaborate with students to assess and practice their skills in communication and interpersonal relationships.
4. Organize activities to meet the interests and needs of the hall residents.
5. Plan and implement a meeting for your community in accordance with your supervisor's direction.
6. Attend all-hall meetings and functions.
7. Develop a safe and comfortable atmosphere for living and learning.
8. Complete the Community Report based on your observations each week and submit to supervisor before your one-on-one.
9. Set clear, high expectations for the hall community.

10. Create and maintain educational bulletin boards for the community based on resident needs. Bulletin Boards created by RAs are changed semesterly. Each staff member will complete 2 boards per semester.
 - a. One bulletin board is provided by the department, but RAs must put up the background, border, and the provided information. RAs must make sure this board is maintained.
 - b. The content for the second bulletin board is the responsibility of the RA.
 - c. Note apartment staff members fulfil this requirement through quarterly apartment checks and common room RCRs.

____(initials)

Programming:

1. Assess student interests and needs and plan programs accordingly.
2. Complete at least 2 programs/semester.
3. Have at least one intentional interaction per week.
4. Advertise programs in advance, using creative and aesthetically pleasing methods, as well as word of mouth and technology.
5. Incorporate some form of community-building or educational programming into each community meeting per month.
6. Work with staff to present one all-staff event per semester.

____(initials)

Collaboration/Referral Functions:

1. Be familiar with University offices offering academic and non-academic services.
2. Serve as a resource for information regarding the various academic departments and their faculty members.
3. Be a resource/referral agent for campus services that aid students' intellectual and personal development (Office of Career and Professional Development, Counseling Center, Student Employment, Academic Success, Disability Services, Facilities, Health Center, Community Service Learning, Harvest Table, SIS, Student Financial Services, Public Safety, library, etc.)
4. Encourage and facilitate relationship-building between residents and faculty/admin across the University.
5. Fully understand and know how to access all policies and procedures, calendars, catalogs, and resources.
6. Communicate information about the hall and all University services regularly.
7. Utilize the Professional Staff members as a direct referral source.
8. Follow up with residents after referrals to identify needed support or if they accessed the resource provided.

____(initials)

Professional Expectations:

1. Role model good citizenship to residents by following University policies, maintaining a positive attitude, and treating people with respect and sincerity.
2. Be consistent in support and enforcement and treat students impartially, avoiding favoritism with residents or staff members.
3. Respond to text messages, voicemails, and emails within 24 hours.
4. If you will be away from your community for an extended period (ex: camping during all of fall break), request the time away from your supervisor. If approved, set up an out-of-office response in your email while you are gone.
 - a. RAs are to remain on campus at least two weekends per month.
5. Keep student information private. Share with supervisors only. Even fellow staff members should be on a need-to-know basis to protect the personal information and experiences of every student.
6. Be responsible with RLH issued tools, including the duty phone and master keys. Keys and phone must always be in the safe unless in use.
 - a. Should these items become lost or broken, the staff member must inform their supervisor immediately.
 - b. Sanitize these items after every use.
7. Work collaboratively with staff and be an active contributor to the success of your team.
8. Develop respect and healthy communication with both your staff and your community.
9. Be aware of the power dynamic which exists between you and other students because of this position.
 - a. Disclose intent to engage in romantic/sexual relationships with other staff members or residents to your supervisor to be able to discuss ways to navigate potential community impacts (i.e. claims of favoritism).
10. Give RLH and your supervisors the benefit of the doubt. Should you disagree with a policy or know of a student who is upset, help them find the correct resources and do not add to their ire.
11. Do not transport students in your vehicle for emergency purposes or any RLH programs.
12. Arrive on time and prepared for all required meetings, including bringing a writing utensil to every training.

____(initials)

NOTE: This position may involve climbing stairs and limited labor such as lifting boxes and the like.

____(initials)

UNIVERSITY OF
Redlands
Employment Hearing Model
Residence Life and Housing

Employment Issues:

Residence Life and Housing positions are at-will contract positions and as such, may be terminated at any time without cause or notice by either party. Residence Life and Housing has the option to provide employment hearings with developmental sanctions but is not required to do so. Should the department choose to utilize this method, instead of immediate termination, they will meet individually with the staff member involved and give them any sanctions or outcomes in a quick and clear manner.

It is essential that staff members be committed and conscientious paraprofessionals who embody and fulfill their job expectations. There will be little tolerance of staff members who do less than what is expected of them. In addition to violations of policy and law, termination may result if job responsibilities or ethical standards are not met.

Newly hired staff members may be terminated prior to their official contract start date if they do not meet requirements for GPA or if they violate any University policies or the law.

Staff members who are not fulfilling their job expectations will be terminated without a probationary period. Generally, replacement staff members will be selected from applicants reserved as alternates in the Resident Assistant selection process from the year prior until the new selection process and then from that pool.

____(initials)

Paraprofessional Staff Employment Hearing Model:

When a paraprofessional staff member (Leader/Resident Assistant) does not meet expectations or displays inappropriate behavior, the following procedures may be followed to address such experience. It is important to remember that the Employment Hearing Process is separate from the Community Standards Process and they may occur prior to, after, or concurrently to one another. The Employment Hearing Model is designed to support Resident Assistants with understanding the status of their job performance when they have not satisfactorily met their expectations in singular or multiple instances.

A. Documentation:

- Parties involved document the incident and turn in to staff member's supervisor
- Supervisor, or designee, present allegations to staff member as soon as possible
- Provide time to gather information (if paraprofessional staff member wishes)
- Suspend paraprofessional staff member of duties pending hearing outcome, if deemed necessary
- Take paraprofessionals staff member's keys, if deemed necessary
- Set up initial employment hearing in a timely manner, usually within 5 business days of notification where possible

B. Employment Hearing:

- Held by the staff member's supervisor
- Presentation of the information
- Present all documentation
- Paraprofessional staff members present information
- Paraprofessional staff member closes with summation
- Supervisor closes with information about what process looks like from here
- Supervisor and supervisor's supervisor make a collaborative decision in writing for probation, suspension, termination, or other. The decision must be approved by the Director of Residence Life and Housing or designee.
- Decision must be given to the employment file, paraprofessional staff member, their supervisor, and Director of Residence Life and Housing
- Hold conference with paraprofessional staff member to report decision, deliver letter and follow-up

C. Employment Status:

- **Verbal Warning:** A verbal warning is the first level in documenting performance issues. It is given to the staff member verbally by their supervisor and a notation is made in the staff member's file detailing the situation and expectations as a result of the warning. Being given a verbal warning means that a Resident Assistant has not satisfactorily met their job expectations in minor instances. After a verbal warning is issued, an email will be given to an RA by their supervisor detailing what was discussed as a reminder to support in the improvement of performance.

- **Written Warning:** A written warning is the second level in documenting performance issues. It is given to the staff member by their supervisor verbally and in a formal letter detailing the situation(s) and expectations as a result of the warning. Being given a written warning means that a Resident Assistant has not satisfactorily met their job expectations. The letter is presented verbally during a supervisor one on one with an emailed copy provided after to support in the improvement of performance.
- **Probation:** Probation is the third level in documenting performance issues. It is given to the staff member by their supervisor verbally and in a formal letter detailing the situation(s) and expectation as a result of the probation. Being placed on probation means that a Resident Assistant has consistently or egregiously not satisfactorily met their job expectations. The supervisor will provide a written summary detailing the situation, terms, conditions, and duration of the probation.
- **Termination:** Termination is the final level in documenting performance issues. Termination means that a Resident Assistant has displayed behavior that constitutes a major violation of the responsibilities of the position, violates local/state/federal laws, and/or endangers the safety of a student(s) and/or a community. When a staff member is terminated, they are first communicated with verbally during a supervisor one on one with an emailed copy of the letter, detailing the reasons for the dismissal, provided after. The staff member is then relocated and/or removed from on-campus housing depending on the circumstances for dissolving the employment.

D. Sanctions: The following are possible sanctions that may be assigned upon completion of the employment hearing. They are not mutually exclusive, and a staff member may receive one or more of these designated sanctions:

- **Educational Assignments:** An educational assignment is a written reflection, project, or other activity that may be assigned to a Resident Assistant as a means of providing additional staff professional/personal development. Educational Assignments may be paired with other sanctions such as a Verbal or Written Warning and/or Probation
- **Restitution:** Restitution, in cases of damages, lost keys, or other financial policy violations, may result in a Resident Assistant's student account being billed for the amount of restitution. Restitution may be paired with other sanctions such as a Verbal or Written Warning and/or Probation
- **Suspension:** Suspension refers to when some or all of the staff member's responsibilities are terminated (including situations where the staff member may be removed from the living area) for a specific period of time, usually pending a formal Residence Life and Housing investigation or conduct review. Suspension may be paired with other sanctions such as a Verbal or Written Warning and/or Probation. A specific determination on the staff member's status must be made in situations when a formal student conduct charges are being adjudicated.

E. Follow-Up:

- If warning or probation:
 - Present letter
- If suspended:
 - Determine length of suspension and level of compensation (if any)
 - Turn in all keys and supplies until suspension is over
 - Set-up a floor meeting with supervisor present
- If terminated:
 - Provide up to 1 week for staff member to check out
 - Turn in keys and supplies immediately
 - Discuss methods of informing staff and residents, which the supervisor or supervisor's supervisor will reserve approval for
 - THD access will be turned off

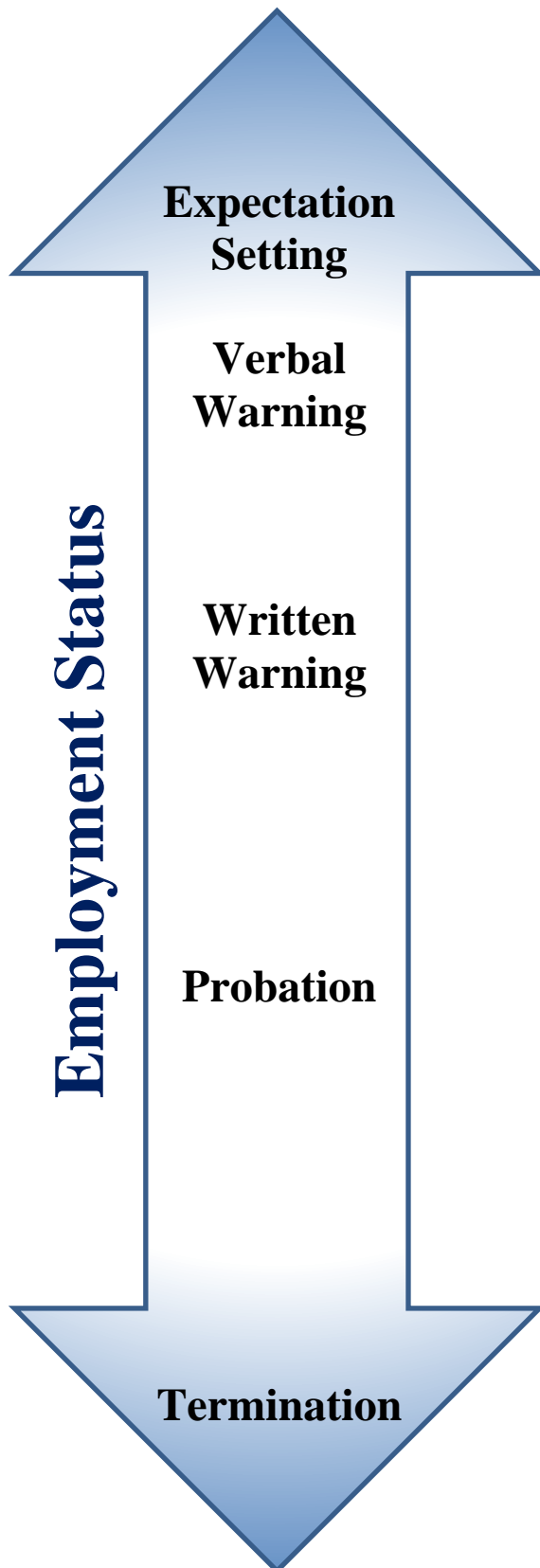
F. Appeal Process: An appeal is only available when the original decision has resulted in suspension or termination of the paraprofessional staff member. While the decision is in the appeal process the staff member may be placed on interim suspension until the appeal outcome has been determined. An email with the appeal must be sent within 48 business hours of the receipt of the Employment Hearing decision letter. The Associate Dean for Student Affairs, or designee, will review the appeal letter and meet with the staff member, the supervisors, or any other witnesses or individuals who may be able to provide information regarding the incident in question. The Associate Dean for Student Affairs, or designee, will provide the decision in writing to either uphold the original decision or modify the employment hearing sanction.

- Appeals can only be filed when one or more of the following grounds are present:
 - i) New information is available, that wasn't available at the time of the original employment hearing that would reasonably change the original outcome.
 - ii) The sanction of suspension or termination was excessive for the behavior that was alleged to have been committed by the staff member.
 - iii) Proper Employment Hearing procedures were not followed.

____(initials)

Sample Performance Concern Spectrum

Below is a list of some, but not all, RA employment concerns which will be addressed by supervisors and department leadership. Each employee situation is evaluated on a case-by-case basis to take into account both the level of severity and frequency of an incident. The outcome of a performance concern also takes into account employment history, and the magnitude of impact on others including the RA, their staff team, supervisor, residents/students, and department.



- Late on programming, paperwork, tasks, etc.
- Providing inaccurate information
- Failure to communicate/respond to direct inquiry

- Not wearing a face covering inside
- Missed one-on-one meeting, staff meeting, etc.
- Missed department trainings or other scheduled RA commitments, including In-service
- Late to report resident concern or community standards concern with a communication record
- Transport student in personal vehicle for any reason

- Repeat/on-going employment concerns
- Failure to report resident concern or community standards concern with a communication record
- Lost duty phone
- Late/missed duty shift
- Misuse of private information
- Community Standards violation
- Lost master keys
- Illegal activity