

*LEAD RESIDENCE HALL AND APARTMENT PATROL*

POSITION DESCRIPTION & AGREEMENT

2016-2017

**HOUSING AND RESIDENCE LIFE INTRODUCTION**

***Department of Housing and Residence Life Mission***

This mission of HRL is to provide students living in university housing with safe, well-maintained facilities and programs that are conducive to student learning and success.

In addition to providing supervision and resident services in the living units, the residence live promotes the personal growth and development of each resident through intentional programming efforts. In partnership with other units within the Division of Student Development and Enrollment Services and the larger university community, the residence life has identified the following broad goals: fostering scholarship as a fundamental purpose, creating a vibrant inclusive community, supporting a sense of individual and community integrity and creating opportunities for personal development.

***Vision for Residence Life***

Residence Life is committed to educating inclusive and innovative leaders for tomorrow.

***Residence Life Priority***

UCF Housing residents will be active, engaged, and productive Global Citizens.

* Each student will understand how to expand their *Self-Awareness.*
* Each student will understand how to develop *Cultural Competence.*
* Each student will understand how to engage positively in communities. (*Community Engagement)*
* Each student will understand how to make a *Global Impact.*

# *Residence Life Department*

The Residence Life team is comprised of 300 student staff members, 22 Graduate Residence Coordinators, 14 Area Coordinators, a Coordinator of Selection & Student Leadership, a Coordinator of Safety & and Security, 5 Assistant Directors, an Associate Director, and the Director of Residence Life and Education. UCF owned and managed residential communities serve a population of approximately 11,000 students.

**LEAD RESIDENCE HALL AND APARTMENT PATROL OVERVIEW**

The Lead Residence Hall and Apartment Patrol (LRHAP) are integral members of the Department of Housing and Residence Life. As a Lead RHAP, you are responsible for the safety of our communities and our students, especially during the hours of 12am to 8am. You are also an important piece of emergency response and providing support through referral. Lead RHAPs provide leadership and service to the RHAP staff, in addition to providing services to residents. Lead RHAPs will work closely with their supervisors on additional tasks.

This position description serves as an overview of the DHRL expectations of your LRHAP position and addresses most areas within reason, recognizing that not every single responsibility can be covered here.

**LEAD RESIDENCE HALL AND APARTMENT PATROL REQUIREMENTS AND QUALIFICATIONS**

If there are circumstances which may impact your qualifications, or your ability to perform your duties, it is your responsibility to inform your supervisor immediately.

**Termination of Employment:** Employees in Florida are considered at-will employees. This means the DHRL reserves the right to release an employee for disciplinary reasons, instances of occupancy capacity, staffing needs, etc. DHRL will give advance notice for anything not job action related, as it is our intention to keep staff in their positions provided they continue to perform well. All job action items are addressed through the employee discipline process. You may be held accountable for any related costs if you resign or are released from your position.

**Status of Employment:** The LRHAP position is a one year appointment. You are hired to the LRHAP position one year at a time (May to May). This position description/agreement is effective **5/6/2016** and ending **5/8/2017**. Graduating staff should inform their immediate supervisors of their anticipated graduation date at least 1 month prior to graduation.

* **Hours:** LRHAPs are required to work 2 weeknights (Sunday-Thursday) per week and at least 2 weekend nights (Friday-Saturday) per month. LRHAP duty is from 12am-8am. A 30 minute break must be taken after 5 hours of work; therefore, LRHAPs will work 7.5 hour shifts.
* **Intent:** You will be formally asked about your intent to work the following semester/year at designated points each semester to assist the department with recruitment planning.
* **Vacation/sick time:** You may request vacation or sick time directly from your supervisor. You are responsible for obtaining all information you miss. You are also responsible for finding the appropriate coverage for any duties. Any extraordinary requests need to be made to your supervisor as early as possible. All leave is unpaid.

**Performance Evaluations:** You will be evaluated midway through the semester, at the end of each semester, and on an on-going basis by your supervisor. The use of Performance Improvement Plans will be used to improve an identified deficient skill area or behavior. You will be required to complete department surveys, peer and supervisor evaluations by the due dates determined by the department.

**Government Approval:** You must be approved to work by the U.S. government throughout the duration of your employment. Any international student hired to be a LRHAP should consult with International Student Services to verify all pertinent materials are in order to hold the position.

**Background Check** In order to safeguard the student community, the University will request a background check for all applicants. Your hire status is always conditional upon a successful verification. If verification is not successful, all employment decisions will be made by the Director or their designee.

**Enrollment:** You must be a currently enrolled UCF student with full-time student status, which is no less than 12 undergraduate units or 9 graduate units a semester, in order to apply for the LRHAP position. You are required to have an Assistant Director’s approval to drop below the class registration requirement. Summer class registration is not required for summer employment, but you must still be an active/enrolled student at UCF. Please note that if you are not enrolled during the summer semester your taxes and compensation will be impacted.

* **Medical Withdrawal and Grade Change:** If you seek to request a medical withdrawal, or grade change, you will communicate with your supervisor immediately. A timeline for departmental approval will be worked out with your supervisor (under the guidance of the Assistant Director) that requires verification from the department/college/registrar.

**Academic Commitments:** We make reasonable accommodations for your academic commitments. However, you must be prepared that certain responsibilities of the position are non-negotiable.If you have internships or classes that may interfere with responsibilities outlined in this document, then you will need to discuss this with a supervisor to verify if you have conflicts that cannot be accommodated.

**GPA:** This is a student leader position, demonstrating academic excellence is a departmental value. You must remain in good academic standing with the university during your employment (http://catalog.ucf.edu/policies/academic-regulations). Grade checks will be conducted by the Coordinator of Selection in Summer, Fall and Spring. Please note, taking courses during the summer is not required to remain eligible for this position, however, grades earned during the summer are calculated into employment eligibility.

You must maintain a 2.50 UCF cumulative GPA for the duration of your employment. If your cumulative GPA drops below 2.50 at any time, you will be placed on employment probation for academics for the next registered semester. Any repeat occurrence of dropping below a cumulative 2.50 GPA will result in a termination of employment. If you are also enrolled at another institution, your GPA will need to meet the 2.50 requirement. LRHAPs will be given two weeks to complete grade changes.

**Office of Student Conduct:** This is a student leader position, demonstrating the ability to abide by University regulations, state and federal laws is strictly enforced. You must maintain a clear student conduct record from your offer date until the end of employment to remain qualified for the LRHAP position. If an LRHAP is found in violation of any Community Living Guide or Rules of Conduct this may result in the termination of the LRHAP contract.

**Professionalism and Role Modeling:**

* **Alcohol and Other Drugs:** Any LRHAP who shows up to work under the influence of alcohol, drugs, illegal substances, and/or any prescription medication that was not prescribed to them will be immediately released from their position and referred to the Office of Student Conduct/UCF Police Department.
* **Confidentiality:** LRHAPs must keep information about resident’s grades, disciplinary records, counseling and psychological issues, and other sensitive information confidential. While you can, and are expected to, share information with your supervisor and/or GRC on-call, you should at no time share information about residents or incidents with parents, family members, students, or other people who are not University staff members. If you have questions about particular situations, you should discuss it with your supervisor before disclosing any information. Please refer parents to the GRC/AC to maintain confidentiality.
* **Dress Code:** You are responsible for adhering to the DHRL dress code. This includes wearing a department-issued safety-yellow polo, appropriate shorts/pants/skirts, staff ID badge, and closed toed shoes. Inappropriate apparel includes sweatpants, gym shorts, yoga pants, flip-flops, and clothing with ragged edges/stain/holes/etc. You will be provided with departmental apparel; it is your responsibility to keep it in good condition.
* **Electronic Media/Email:** All social media and other electronic means of communication are representations of you and the department. You should not share these sites or means of communication with residents if they misrepresent the University or the department. You will also be responsible for respecting your assigned Outlook and Dashboard accounts, and responding to communications as directed by your supervisor. It is required that you check your email at least once a day. You are required to use your provided @ucf.edu email as your primary means of electronic communication for work-related emails.
* **Media:** You are not authorized to represent or disseminate positions or policies of UCF DHRL to anyone. This includes engaging in activity or conduct in a manner such that a reasonable person would assume that you were authorized to represent UCF DHRL, including, but not limited to, social media participation, blogging, or speaking with/responding to inquiries from media outlets. While you are free to express your personal opinion, you must take reasonable steps to ensure that the expression is recognized by potential recipients as your personal opinion and not a representation of UCF DHRL. Reasonable steps include, but are not limited to, a prefatory statement or disclaimer that you are not authorized to represent UCF DHRL and that any statements made are solely your personal opinion and not a representation of UCF DHRL.

**LEAD RESIDENCE HALL AND APARTMENT PATROL RESPONSIBILITIES**

**Administrative Tasks:** You will be asked to complete administrative tasks such as, but not limited to: duty logs, incident reports, nightly reports, and work orders. Listed below are general administrative responsibilities. You must complete these tasks accurately, thoroughly, and promptly.

* Perform lockouts
* Maintain office equipment/supplies
* Post/remove flyers as needed
* Escort UCF personnel into rooms as needed
* Help maintain office electronics
* Keep the office neat and organized
* Assist the Area Coordinator, Graduate Residence Coordinator, and Lead Office Assistant with special projects
* Input incident reports
* Check-in with every duty station at 12 AM, 3 AM, and 5 AM during every shift
* Provide coverage as needed in duty stations
* Report any unusual or suspicious activities to UCF PD or the RA On-Duty, and then monitor the situation until an officer or RA arrives to the area
* Remain alert and awake for the entire shift, while being willing to provide extra assistance to RHAPs On-Duty
* Contact on-call staff as needed.  Report any issues as needed
* Complete Lead RHAP Nightly Report
* Log RHAP shifts/dates in Dashboard
* Participate in 1:1 meetings with your supervisor

**Attitude:** You must establish and maintain a positive relationship with your supervisor, professional staff, student staff, and fellow RHAP colleagues. You must also develop a positive working relationship with the Department of Housing and Residence Life and all our partners.

**Customer Service Responsibilities:**

* Act as a point of contact for residents
* Maintain a professional environment in the community office
* Place work orders for resident facilities concerns
* Direct residents to appropriate resources and inform supervisors as needed
* Follow-up on any questions and concerns as needed

**Duty:** You must work every shift that you are scheduled for in the proper community. Supervisors and Lead LRHAPs have the ability to adjust the schedule as needed to ensure that every community is properly staffed.

* **Breaks:** You must take a 30 minute break between 2:30am and 4:30am. You are not permitted to leave the community in which you are working. Only one LRHAP may take their break at a time. LRHAPs may not take their break at the beginning or end of their shift or leave their shift early for any reason.
* **Communication:** You are expected to communicate all issues or concerns throughout your shift with the RAs/office staff. The RAs and office staff will keep in direct communication with the community’s Graduate Residence Coordinator and Area Coordinator to resolve any situations. If you need immediate assistance, contact the GRC on-call.
* **Documentation:** You must complete a duty log on Dashboardat the end of your shift. The duty log should include all rounds that were completed during the shift, work orders submitted, and any incidents handled.
* **Keys and Equipment:** You are fully responsible for any and all keys, equipment, and supplies assigned to you by DHRL. Losing keys, equipment and/or supplies may result in job action (up to job termination) and/or restitution. All keys, equipment, and supplies will need to be returned to your direct supervisor at the end of your employment for the department.
* **Office:** Each office has its own amenities and access. You are not to use printers, coffee supplies, or other office supplies unless given permission from that community’s GRC/AC. Passwords are for your use only and they are not to be given to any other RHAPs or those outside of DHRL. Computers can be for personal use after LRHAP responsibilities are met, but UCF standards apply. Any noise must be muted with residents are in the office.
* **Presence:** While on duty, you will carry a radio and must not leave the community at any time. Boundaries of each community are specified by that community’s Area Coordinator and are never to include parking lots or parking garages. You must be awake and alert to address all concerns in the community.
* **Rounds:** Your supervisor will determine the frequency and duration for rounds. Regular expectations for rounds are outlined in the community “cheat sheet.” Changes and expectations may occur throughout the course of the academic year when deemed necessary by professional staff. It is important that you conduct rounds in the community and respond to emergencies in a timely manner. Rounds are always to be completed in pairs unless otherwise noted by our supervisor. Holiday rounds may come into effect during breaks and will be explained by your supervisor.
* **Shift Changes:** Shift changes must be approved by your supervisor and communicated appropriately.
* **Timeliness:** You will arrive on time to every shift (around 11:45pm) and check-in on Dashboard by 12am. You will work until 8am when you are officially relieved by the Office Assistant (M-F) or duty RAs (Saturday-Sunday).
* **Transitioning:** When transitioning with the Resident Assistant at 12am, ask about on-going incidents or issues in the community, make sure keys are in the proper locations, ensure that the office is clean, and verify RA contact information on the duty board. When transitioning with the Office Assistants/duty RAs at 8am, relay all important information from the night, make sure the keys are in the proper locations, and ensure the office is clean. If an RA or OA does not arrive by 8:05am, email your supervisor and the GRC/CAC of that community; forward the phones to a nearby community (alert that community desk that you are forwarding your phone to them) and secure the office.

**Expectations:** You will be provided with community-specific expectations at the start of each semester, which should cover any remaining items not specifically addressed here. Those additional expectations will supplement this document and will not supersede or nullify this agreement. Any point of discrepancy will be resolved by the Associate Director of Housing and Residence Life.

**Referral Agent:** You must know campus and community resources so that you may properly assist residents, parents and guests within the community.

**Essential Personnel:** LRHAPs are considered essential personnel. As such, you will respond as directed to UCF emergency situations. You may be required to be on duty during University-wide events such as hurricanes or other emergencies when all Housing and Residence Life staff are needed. These instructions will come from the Director or their designee.

**Staff Supervision**

* Organize and facilitate the agenda for reoccurring RHAP staff meetings
* Assist with staff meetings, trainings, and development activities, which include reviewing housing technologies with all staff.
* Edit/update RHAP manual, community duty protocols, and other RHAP information.
* Co-supervise RHAPs with professional staff
* Provide feedback and support for RHAPs
* Provide training and share best practices for staff
* Be a liaison between the RHAP staff and the professional staff
* Oversee the staff scheduling (RHAP shifts)
* Plan the RHAP staff development and recognition activities
* Assist with the recruitment and selection of Residence Hall and Apartment Patrol staff
* Mediate any conflicts between RHAP staff
* Serve as a role model for RHAPs by fulfilling all RHAP Position Description Requirements and while adhering to all policies and regulations set forth the Department of Housing and Residence Life.
* Assist in supervision of staff and reorganizing nightly duty coverage as needed.

**LEAD RESIDENCE HALL AND APARTMENT PATROL TRAINING AND DEVELOPMENT**

Training and development are priorities to ensure that you are equipped to perform well and in preparation of your next professional step. Our training and development draws from the Social Change Model of Leadership Development. Our brand and guiding philosophy is Engage – Connect- Develop. Training is designed intentionally and builds upon itself sequentially. Missing parts of trainings can impact a LRHAP’s ability to perform their duties well. Training and development are tracked for new LRHAPs and Returning LRHAPs. Punctuality and attendance at all sessions is monitored. All training and development events are **required**. Life changing events or reasonable academic exceptions may be directed to your supervisor and they will be addressed on a case by case basis. Request to miss any departmental training or development must be submitted to your direct supervisor via email in a timely fashion. Missing any part of training will likely result in job action including termination of RA contract. LRHAPs can expect to go through training in May, August, and December/January, as well as in-services once a month (as needed). Dates for training are provided in the “Important Dates” section. It is unusual and we aim to avoid altering dates, but please note DHRL does reserve the right to change training dates if needed.

**LEAD RESIDENCE HALL AND APARTMENT PATROL COMPENSATION**

All responsibilities and expectations are based on a May to May agreement. LRHAPs agree to perform the various position functions for an hourly compensation of $9.99. All compensation will be paid on bi-weekly basis. No housing allowance is involved with the on-campus LRHAP position. The most a student LRHAP can work is 32 hours a week (a student employee cannot work more than 32 hours total as a UCF campus employee); international student may not exceed 20 hours a week. Any student employee who works more than 30 hours per week will be taxed accordingly. On-campus LRHAPs will also be paid for staff meetings, supervisory meetings, and any required LRHAP training sessions.

Knight’s Circle LRHAPs are required to work two days a week and attend staff meetings and trainings, and will be compensated with free rent in Knight’s Circle. LRHAPs hired mid semester will receive prorated fee. LRHAPs that leave the position or are terminated mid semester will be required to pay their rent and fees.

**IMPORTANT DATES**

To do our best efforts to ensure your best success in the role we provide you these important dates to assist you in your planning. All dates below are mandatory work days.

**Spring 2016**

5/5/2016 Academic, Towers, NorthView and Rosen Spring Resident Move Out

5/5/2016-5/7/2016 Spring Commencement

5/8/2016 Spring RA Release Date (Departing RAs)

5/9/2016 Student Staff Moves (1 day turn)

5/6/2016-5/13/2016 Summer RA Training (All Summer RAs)

**Summer 2016**

5/13/2016-5/15/2016 Summer A and C Resident Move In

6/17/2016 Summer B RA Training-Community Time

6/22/2016 Summer B Early Resident Move In

6/25/2016 Summer A Resident Move Out (3:00pm)

6/24/2016-6/26/16 Summer B Resident Move In (9:00am-4:00pm)

7/31/2016 Knight’s Circle Resident Turn/Move Out

7/31/2016-8/18/2016 Knight’s Circle Turn

8/6/2016 Academic, Towers and Rosen Summer B and C Resident Move Out

8/6/2016 Summer Commencement

8/7/2016 Summer RA Release Date (Departing RAs move-out by 8am)

8/7/2016 Fall RA Move In/Student Staff Moves (1 day turn)

**Fall 2016**

8/8/2016-8/16/2016 Fall RA Training (ALL RAs)

8/14/2016 Academic, Towers, NorthView and Rosen Fall Early Resident Move In

8/14/2016 Fall RA Duty Starts in Academic Communities (4:45pm)

[TBD] Knight’s Circle Early Resident Move In

8/19/2016-8/21/2016 Academic, Towers, NorthView, Knights Circle and Rosen Fall Resident Move In

10/28/16-10/30/16 SAACURH Conference Hosting (mandatory work weekend)

11/4/16-11/6/16 RA Candidate Interview Weekend

11/23/2016-11/27/2016 Thanksgiving Break Duty

12/14/2016 Fall Resident Move Out (tentative)

12/16/2016-12/22/2016 Spring RA Training (All RAs)

12/16/2016-12/17/2016 Commencement

12/18/2016 Fall RA Release Date-Departing RAs Only

12/19/2016 Student Staff Moves

12/22/2016 Fall RA Release Date-Continuing RAs (5 PM)

12/22/2016-1/2/2017 Winter Break Duty (Winter Break-4:45 PM)

**Spring 2017**

1/2/2017 Spring RA Return (11 PM)

1/4/2017 Spring Early Move-In (11 AM) tentative

1/7/2017 Spring Resident Move In

3/13/2017-3/18/2017 Spring Break

5/4/2017-5/6/2017 Spring Commencement

5/7/2017 Spring RA Release Date (Departing RAs)

5/8/2017 Student Staff Moves (1 day turn)

5/8/2017-5/16/17 Summer RA Training (All RAs)

***\*All dates are subject to change***

**Personal Responsibility:** You have read, fully understand and accept the terms and conditions outlined in this position description and agreement, and accept the position for the appointment term(s) associated with this position. You also understand that you are responsible for *the UCF Golden Rule*, the Department’s *Community Living Guide*, Housing and Residence Life training, policies, protocols and directives from your supervisor. This position is employment and not a voluntary organization/Registered Student Organization (RSO). Your work assigned duties are considered mandatory unless stated otherwise, and your involvement in academics, RSOs and other jobs is not automatically considered a valid excuse to miss employment responsibilities. You are expected to request approval to miss stated work responsibilities. By signing below, you are stating that you have read and understand the responsibilities and expectations of the LRHAP position stated in this agreement.

***LRHAP Name (Print): PID:***

***LRHAP Name (Signature): Date:***

