**Gem Community Assistant**

Please see Special Instructions for more details.

**When applying you will be required to attach the following electronic documents:**

1) A Resume/Vita

2) A cover letter indicating how your qualifications and experience have prepared you for this position.

For additional information please contact: Dawn Snyder at dawn.snyder@oregonstate.edu

OSU commits to inclusive excellence by advancing equity and diversity in all that we do. We are an Affirmative Action/Equal Opportunity employer, and particularly encourage applications from members of historically underrepresented racial/ethnic groups, women, individuals with disabilities, veterans, LGBTQ community members, and others who demonstrate the ability to help us achieve our vision of a diverse and inclusive community.

This position is designated as a critical or security-sensitive position; therefore, the incumbent must successfully complete a Criminal History Check and be determined to be position qualified as per OSU Standard 576-055-0000 et seq. Incumbents are required to self-report convictions and those in Youth Programs may have additional Criminal History Checks every 24 months. Offers of employment are contingent upon meeting all minimum qualifications including the Criminal History Check Requirement.

Note: All job offers are contingent upon Human Resources final approval.

Position Details

Position Title Undergraduate Student Support Services

Job Title Gem Community Assistant

Appointment Type Student Employee

Job Location Corvallis

Position Appointment Percent 100

Appointment Basis 12

Min Hourly Rate See Working Conditions

Max Hourly Rate \*

**Position Summary**

This recruitment will be used to fill 3 part-time (a maximum of 20 hours per week) Community Assistants (CAs) are employees of Operations and Facilities, a unit of University Housing and Dining Services (UHDS). Supervised by the Apartments Operations Coordinator, the CA is expected to work to accomplish the objectives of UHDS and to help create and maintain an effective living-learning community within the Gem Complex. The position requires a positive attitude towards CA responsibilities, UHDS, and its mission. Overall job effectiveness is tied to the CA’s ability to establish and maintain credibility and good rapport with residents, as well as University faculty and staff.

CAs work as on-site staff and resource persons for the residents of the Gem, a 231-unit apartment complex serving the Oregon State University students and their families.

CAs are required to live in the Gem Complex and to maintain eligibility criteria to reside in student housing. Job duties include being on-call nights and weekends in addition to attending staff and one-on-one meetings as scheduled by the Apartments Operations Coordinator.

CAs are responsible for creating and maintaining an environment that promotes an emotionally and physically safe and secure residential community. CAs are called upon to effectively respond to and manage a variety of crisis and emergency situations. CAs play a key role in the UHDS and OSU Emergency Management Plan and creating environments that encourage all students to be academically and personally successful and in the implementation of community, department, and university initiatives.

As employees of Oregon State University, CAs are University representatives and are to abide by university policies, state, federal, local laws, and UHDS policies in their relationships and contacts both on and off the campus throughout the duration of their appointment. CAs, therefore, are expected not to engage in activities on or off campus that jeopardize their credibility as staff members or activities that make the university legally vulnerable.

University Housing and Dining Services staff members are advocates for an inclusive environment and community through understanding, enhancing, promoting, and celebrating the uniqueness of our student residents and department staff.

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A personal and professional commitment to providing excellent customer service and creating inclusive environments is a core value of University Housing and Dining Services. This position requires good caring, self-discipline, knowledge of campus resources, and sensitivity to racial and cultural diversity. Overall job effectiveness is tied to the CAs ability to establish and maintain credibility and good rapport with all residents, fellow staff members, and maintenance personnel while offering the highest quality customer service.

**Position Duties**

To meet the objectives of UHDS, the responsibilities and duties of the Community Assistant position include, but are not limited to the following:

**Community Development**

a. Role model academic success and engagement through resident interaction

b. Create a safe space for relationship building across differences

c. Promote and practice social justice values within the community

d. Promote, attend, and participate in student staff and department programming

e. Develop community programs that meet resident needs and align with UHDS and/or OSU expectations and initiatives

f. Understand the demographic makeup of the Gem

g. Refer students to community and campus resources such as: Counseling and Psychological Services (CAPS), Department of Public Safety (DPS), Survivor Advocacy & Resource Center (SARC), Disability Access Services (DAS), and other offices as needed

h. Maintain an active presence within the community to establish positive relationships with all residents

i. Respond to resident needs accordingly

2. Administration & University-Wide Support

a. Conduct themselves in a friendly, helpful, businesslike manner and treat those seeking assistance with courtesy, respect, and consideration at all times

b. Knowledgeable about University and Departmental Organizational structure to the extent that residents’ questions can be readily answered or referred to appropriate personnel

c. Attend and participate in a weekly staff meeting, regular meetings with their supervisor, and other meetings as directed

d. Demonstrate appropriate workplace behavior, including but not limited to timeliness, appropriately managing interpersonal communication and conflict among staff team, reporting unethical behavior, and providing feedback in the appropriate time, place, and/or manner

e. Use email, duty phone, in-person, and written communication as needed and directed

f. Check OSU e-mail twice a day and respond as requested

g. Perform administrative tasks and recordkeeping as assigned. Including, but not limited to:

1. Complete Duty Logs, Integrated Pest Management Reports, and Incident Reports appropriately and accurately

2. Report one-on-one resident interactions and community-wide programs as directed

3. Check staff mailboxes

4. Complete bulletin boards as assigned

5.. Distribute items to residents through the Etrack software

6.Report problems, abandoned vehicles/bicycles and other violations to supervisor

7. Perform regular inspections of Orchard Court grounds and common areas and submit work requests using Computerized Maintenance Management System

h. Create and distribute newsletters, fliers, notices and other publications to residents as assigned

i. Respond to resident concerns in a timely manner.

j. Develop positive working relationships with the housing services staff, co-workers, and maintenance personnel.

k. Treat all staff members, other department staff, and customers with courtesy, respect, and consideration

l. Function as a team player

m. Participate in any trainings, in-services, and staff orientations when applicable

n. Provide feedback in the appropriate time, place, or manner

o. Facilitate University assessment activities as required

p. Monitor clothing-donation recycling bins in the laundry rooms and notifies supervisor when they are full

q. Immediately report damage or other problems to supervisor

r. Assist with the recruitment and selection of new student staff members

3. Student Behavior & Crisis Management

a. Answer the after-hours duty phone, typically whenever the office is closed (5 p.m. – 8 a.m., Monday – Friday; 24 hours, Saturday-Sunday) to respond to resident needs including:

1. Lock-outs

2. Equipment checkout

3. Noise complaints and other resident concerns

4. Maintenance emergencies

5. Facility reservations

b. Encourage residents to practice safety strategies

c. Communicate with the professional staff on call during crisis response

d. Communicate with residents the appropriate action to take in the event of an emergency

e. Follow instructions of emergency response personnel

f. Provide duty coverage as assigned

g. Follow up with students after an incident to express care, support, or concern

h. Report unauthorized persons to the Department of Public Safety (DPS)

i. Per University policy and State Law, serve as mandatory reporter of child abuse and Title IX violations

j. Provide residents resources to report domestic violence and child abuse/neglect

k. Ensure facilities are secured

l. Assist with Fire Safety inspections

m. Work with police and fire department to engage residents through meaningful programming

n. Understand the office policies, the UHDS Student Housing Rental Agreement, and the Apartment Guide to Living

o. Conduct regular inspections of outdoor areas, stairwells, and apartment porches to ensure appropriate standards of access, safety, storage, and cleanliness

p. Maintain confidentiality of records as stipulated by the Family Educational Rights and Privacy Act (FERPA)

q. Assist with Health and Safety Inspections

r. Understand, abide by, and philosophically support the guidelines for student behavior in the UHDS Policy Guide and Student Conduct Code

s. Effectively communicate expectations of appropriate behavior and UHDS & OSU policy information to residents

t. Understand, support, and adhere to unit policies and procedures relating to:

1. UHDS Room Entry Policy and Procedure

2. Sexual Violence Response

3. Bias Response

4. Psychological Crisis Response

5. Fire/Evacuation/Emergency Response

6. Keys/Access

7. Confidentiality/FERPA

8. Consensual Relationships

9. University Computer/Network Acceptable Use

10. Cycles of Supervision

11. Staff Assessment Process and Evaluation

u. Manage conflict and confrontation

1. Confront potential policy violations and behavior that is disruptive to the residential or campus community

2. Complete documentation, reporting, and follow-up procedures, communicating appropriately with staff and supervisors about incidents and student concern

3. Refer students to appropriate resources and support services

4. Assist residents in developing strategies on how to resolve conflict

5. Respect and preserve the dignity of residents

Minimum Qualifications

Employment Eligibility Requirements (http://fa.oregonstate.edu/stu-manual/500-employment-eligibility-requirements)

Additional Required Qualifications

Be a current full time OSU student or degree partnership student with an OSU or overall Grade Point Average (GPA) of 2.50 or higher

Maintain good academic and conduct standing with both OSU and UHDS

Successfully pass a Criminal History Check upon hire.

Demonstrate the ability to cultivate relationships with diverse groups of people.

Demonstrate the ability to engage with others with different experiences or perspectives.

Demonstrate the ability to learn about social justice principles and concepts.

Demonstrate the willingness to engage in difficult conversations or conflict.

Demonstrate the ability to follow through and complete tasks or meet deadlines.

Demonstrate the ability to prioritize competing responsibilities.

Preferred (Special) Qualifications

Demonstrate understanding of social justice principles and concepts.

Demonstrate commitment to diversity and social justice education, initiatives, and programs.

Demonstrate crisis management skills.

Demonstrated ability to perform tasks independently

Previous experience in leadership opportunities either on or off campus

Working Conditions / Work Schedule

TERMS AND CONDITIONS

In addition to the duties outlined in this position description, CAs must abide by the following terms and conditions. Failure to abide by any term and condition may result in termination:

The Community Assistant position is a one-year student leadership opportunity, currently for the 2021-2022 academic year. The employment period begins in the summer of 2021 on August 30, 2021, and extends through the full academic year to June 30, 2022.

The modality of learning for the 2021-2022 academic year is currently unknown and operations may shift from on-campus to remote depending on public health regulations. CAs are required to live on campus if residence halls are open.

The responsibilities and execution of the CA position may shift depending upon Oregon Health Authority guidelines.

GPA and Student Status a. CAs are required to meet eligibility requirements associated with student employment at Oregon State, including but not limited to taking a full load of academic classes. Consider in advance the maximum load that realistically could be handled in conjunction with position duties. Enrolling in more than 16 undergraduate credit hours or 12 graduate credit hours requires prior approval from the supervisor. .b.Undergraduate students are expected to stay in good academic standing and maintain the GPA requirement listed in the Position Description. Graduate students must remain in good standing with the Graduate School. Failure to do so may result in removal from the Community Assistant position.

Meeting, Duty, and Training Requirements

a. Successful completion of all required training sessions prior to and during service, including but not limited to:

3. Online training, a series of online modules hosted on Canvas.

2.CA Training, which may begin the first two weeks of the start dates and throughout the year as needed.

3. Student Staff Fall Training, which may begin as early as September 7, 2021, and lasts throughout Welcome Week.

4.Service Training, on Tuesday evenings from 5:30-7:30 pm during the academic year. If a class during this time is absolutely needed to complete graduation requirements, please consult as soon as possible with your supervisor for approval.

5.Winter Training which may begin as early as January 2, 2022

6.All CAs are expected to participate in training students interested in taking summer courses will be expected to plan their schedule around ll training sessions

b. A weekly meeting time will be set at the beginning of each term in accordance with the CA and supervisor’s schedules.

c. CA’s will be will be assigned to duty shifts while classes are not in session and on holidays when OSU is closed (Thanksgiving Break, Winter Break, Spring Break, Summer Break, and University Closures). Duty entails being within a ten-minute response time to the community. CAs must be available to work during these times as duty will be split evenly among them for these dates.

6. University Housing & Dining Services is the primary employer/leadership opportunity for all CAs. The University allows student employees to work on campus for 20 hours per week. The CA position is currently defined as 19.5 hours per week, thus no other position or job can be held simultaneously with this position.

7. CAs may be expected to be on campus and on duty during all-campus event weekends, including but not limited to

a. The weekend before first full week of Fall Term

b. Halloween Weekend

c. Homecoming Weekend

d. Fall & Spring Family Weekends

e. The weekends prior to Finals Week (all terms)

f. Beaver Open House Day

g. Home Oregon State University versus University of Oregon Rivalry Football Game Weekend

h. The weekend after Finals Spring Term

8. Exceptions to the above responsibilities of the Position Description may be approved at the discretion of the Apartment Operations Coordinator.

WORKING CONDITIONS

CAs work in a positive apartment-style community residence. The CA position is routinely a night and weekend role. Occasionally, CAs encounter the following circumstances:

Addressing high-risk medical and emergency situations.

Experiencing periods of high stress when responding to student crises with a potential to cause secondary traumatic stress.

Effectively communicating with members of the OSU Community and the public, some of whom may be hostile.

An unpredictable and dynamic work schedule/setting.

Occasionally lifting up to 10 pounds, and rarely up to 50 pounds.

COMPENSATION

CAs are required to live within in the Gem. Included is also a basic studio apartment. If there is a want for another apartment type beyond a basic studio unit, the CA is responsible for paying the difference.

CAs receive a $500 per month stipend.

Please Note: The CA position could affect the financial aid package. CAs should check with a financial aid counselor for information on specific circumstances. Financial Aid is required by the US Department of Education to include CA compensation as part of a student’s financial aid package. However, it cannot be counted against a student’s “entitlement” monies (Pell Grants and Need Grants).

Candidates for this position may be required to complete a criminal history questionnaire. Offers of employment will be contingent upon a satisfactory criminal history check. The CA is an “At Will” employee. As such, the employee or UHDS may terminate the position at any time.

Posting Number P07707SE

Number of Vacancies 3

Anticipated Appointment Begin Date 08/30/2021

Anticipated Appointment End Date 06/30/2022

Posting Date 08/11/2021

Full Consideration Date

Closing Date 08/25/2021

Indicate how you intend to recruit for this search Competitive / Student - open to ALL qualified/eligible students

Special Instructions to Applicants

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Supplemental Questions

Required fields are indicated with an asterisk (\*).

Documents Needed to Apply

Required Documents

Resume

Cover Letter

Optional Documents