

Summary

All community assistants must review, and be familiar with, policies and procedures contained in the Student Staff Manual, other Residence Life publications, the Buffalo State Student Code of Conduct, and other university publications. All duties must be performed in a timely manner. CAs will be trained in all crisis response procedures and are expected to confront and document all policy violations.

Community Assistant Position Description

All Community Assistants (CAs) must review, and be familiar with, policies and procedures contained in the Student Staff Manual, other Residence Life publications, the Buffalo State Student Code of Conduct, and other university publications. All duties must be performed in a timely manner. The Complex Director (CD) and Assistant Complex Director (ACD) will elaborate on the specific responsibilities of your position as it relates to your hall and complex. CAs will be evaluated on these factors and action will be taken where standards are not being met. The general responsibilities for all paraprofessionals are listed below:

Staff/Administrative Responsibilities

1. Communication of information to students through meetings, postings, or distribution of notices and/or personal delivery.
2. CAs are expected to provide weekly updates to their direct supervisor during one-on-one meetings or in a written format.
3. CAs are expected to maintain regular contact with their supervisor by checking their Buffalo State e-mail accounts and office mailbox daily. CAs should always use their Buffalo State e-mail to communicate with their supervisors, University faculty/staff, and other constituents.
 - a. CDs/ACDs may establish reasonable alternative methods of communication within their building/complex staffs. CAs are expected to adopt and utilize these methods of communication unless securing an exemption from the supervisor.
4. Timely completion of all paperwork related to the CA position including but not limited to weekly/semester reports, program proposals, intention forms, surveys, incident reports, etc.
5. Maintain confidentiality of both private conversations and staff discussions
6. Assistance with special projects (i.e., housing selection, staff recruitment and selection, Open House, Weeks of Welcome, Homecoming, other residence life/ campus life programs, etc.)

Student Development and Community Enrichment

1. CAs are expected to play an active and positive role in the development of a dynamic residential community. Positive student contact, promotion of student interaction, creation of an engaging atmosphere on the floor, and availability to residents are keys to success in the CA role. Availability during evenings and weekends is important to community development. Knowledge of student names and regular contact with your residents is required.
2. Maintain a highly visible presence with on-going contact with residents individually and as a community by being approachable and receptive to students.
3. Work with the RAs and residents to establish community standards and accountability for floor/individual issues
4. Facilitate regular community meetings at the beginning of each semester and as needed throughout the year.
5. Enforce and adhere to all University and Residence Life policies, rules, and regulations, including timely reporting of incidents as directed by supervisory staff.
6. Assist with identifying and mediating interpersonal conflicts while encouraging good communication between students.
7. Make referrals to supervisory staff as needed to other University offices and departments.
8. Help individual students attain a sense of self and personal well-being
9. Communicate support for residents without assuming responsibility for the problem or for the decision-making
10. Work consistently to create a civil and respectful atmosphere on the floor by encouraging the development of an environment that is inclusive of the diverse backgrounds of residents

11. Assist in the recruitment and development of student leaders
12. Promote involvement in campus and community social events, particularly on the weekends

Programming:

1. CAs will be required to fulfill specific programming requirements as stipulated by the Residence Life Office. Programming requirements include student assessment, planning, advertising, and executing programs that are targeted for that residential community, as prescribed by the programming model. Specific programming requirements will be outlined during training sessions
2. Facilitate events that connect students with each other and that promote learning and involvement opportunities (e.g., intentional interactions)
3. Engage students in activity planning.
4. Assist with the planning and implementation of one RHA program per semester
5. Attend every RHA general body meeting (one CA per hall)

Emergency Response

1. Although CAs do not serve in the on-call rotation, CAs will be trained in all crisis response procedures and are expected to confront and document all policy violations as outlined in the CA/RA Manual.
2. Please refer to the Residence Life manual to review all On-Call Expectations and Response Protocols

Emergencies and Disasters

1. Emergencies are unanticipated. CAs are expected to spend the necessary time needed to contact the building CD/ACD during business hours and the On-Call Professional Staff after hours and help resolve the situation.
2. In case of fire (alarms), or other natural disasters, CAs must evacuate their residential area according to the evacuation map, remain on-site, and assist University personnel during emergencies.

Policy Enforcement and Crisis Management

1. CAs are responsible for addressing residents with issues of illegal activity or inappropriate behavior.
2. Incident reports are to be completed at the conclusion of an event and the On-Call Professional Staff should be notified promptly in these instances

Office Management

1. Assist students with checking in and out of the residence halls. Assist with all break/closing health and safety inspections.
2. Be responsible for activity in the office area. No individual is permitted in the RA/CA office unless they are a student staff member employed by Residence Life or a professional staff member of Buffalo State University. Homework, computer use, and phone use should be second to servicing student needs.
3. Monitoring, securing, and locking the office and the key box.

Facilities Management

1. CAs are responsible for overseeing the conditions of assigned areas (stairwells, halls, and rooms). This includes assessing the buildings for trash/furniture concerns, vandalism, and other illegal activity; any suspicious activity should be reported to your supervisor or the On-Call Professional Staff immediately; Incident reports are to be completed in these cases.
2. CAs are required to report all maintenance and cleaning concerns. CAs should complete work orders immediately after identifying a facilities concern. Facilities emergencies should be reported to building CD/ACD during business hours and On-Call Professional Staff after hours.
3. CAs should assist students with completing work orders for issues/concerns happening in their room.

Custodial and Maintenance

1. CAs are responsible for working collaboratively with custodial and maintenance staff to address concerns. CAs should establish a working relationship with their floor custodial staff member, building custodian staff, and maintenance.

Key Management

1. The safety and security of our students is reliant upon the responsible use and control of all keys. It is expected that keys will never be misused for inappropriate access to student rooms, restricted administrative offices, or mechanical areas. CAs are expected to follow key control procedures as specified and report any losses.

- a. The loss or misuse of keys will result in disciplinary action.
2. Community Assistants are not allowed to complete lockouts.