

APPSTATE

UNIVERSITY HOUSING

Graduate Assistant for Care and Success

Overview of Position

The Graduate Assistant for Care and Success supports the mission of University Housing by working closely with the Coordinator for Care and Success, other housing staff, and campus partners to support residential student needs. The GA for Care and Success collaborates with the Coordinator for Care and Success to identify and respond to residential needs such as transitioning to campus life, connecting residents to campus resources, implementing success plans, mediating conflict, and assisting other housing staff with urgent care and concern case needs.

The GA for Care and Success is required to live in an apartment within the residence hall. This position will report directly to the Coordinator for Care and Success and typically works 20 hours a week. Most work hours will be during normal business hours, but there will be some night and weekend commitments throughout the school year. The beginning and ending of the school year, as well as during training weeks, the GA will typically work more than 20 hours. During academic break weeks and personal leave, the GA will typically not work 20 hours per week.

Job Requirements

- Prior experience in a housing position is strongly desired.
- Professionalism, attention to detail and strong communication skills.
- Ability to work without constant supervision.
- Must be able to establish and maintain effective working relationships with other employees, students and the general public.
- Have a strong desire to work with college students and the ability to understand the relationship between classroom learning and out of classroom experiences.
- Have a commitment to education, celebration of diversity and raising social awareness.
- Academic requirements: Unconditionally accepted into a Graduate School program; preference will be given to a graduate student in the Student Affairs Administration program.
- Maintain a cumulative 3.0 GPA.

Responsibilities

Care and Success

- Work 1:1 with students related to student success.
- Mediate conflict between residential students.
- Assist staff with urgent student case needs.
- Support assessment activities for the department related to student success and broader divisional goals in support of student learning, persistence, and retention.
- Clearly communicate, interpret and enforce department and university policies to staff and students.
- Ensure student staff members are appropriately confronting and documenting behavior issues and concerns, providing training where needed.
- Serve as a resource or referral for information concerning University life.
- Provide leadership to staff and students during crises in the residence halls.
- Work closely with Student Success on University initiatives to support persistence and retention.

Administrative

- Have one-on-one meetings with your supervisor on a weekly basis.
- Work at least 20 hours per week in University Housing (includes meetings, events, etc.).
- Assist in the development and marketing of engagement opportunities to residential students.
- Post and hold office hours as agreed upon with the supervisor.

Departmental Expectations

- Attend all relevant graduate staff training programs, including summer/fall training, January training and ongoing professional development sessions.
- Serve on departmental work groups, task forces or collateral assignments.
- Coordinate presentations regarding student care and success to Residence Director and Resident Assistant staff.
- Develop collaborative working relationships with Residence Directors, Coordinators, and campus partners.
- Assist in any Residential Programming efforts.
- Complete a performance evaluation with a supervisor once a semester.
- Serve on the graduate assistant rotating on-call duty schedule.
- Complete a professional development plan.
- Assist in the recruitment, selection and training of University Housing staff.
- Participate in Resident Assistant and Graduate Assistant Selection processes.
- Complete other duties as assigned by Coordinators, Assistant Directors, or Associate Director of Residence Life.

Role Model

- Act as a positive role model at all times (on and off campus).
- Maintain a professional attitude and manner while employed by the University.
- Monitor and maintain a professional online presence.
- Maintain a high level of ethical standards.
- Know and abide by local, state and federal laws.
- Know and abide by the Appalachian State University Code of Student Conduct and, if living on campus, all University Housing policies and procedures as outlined in the Housing License Contract and University Housing Staff Manual.
- Graduate Assistants of legal drinking age who choose to possess or consume alcohol are expected to model responsible use of alcohol. This includes not condoning underage drinking by being present in situations where you are aware it is occurring and not exhibiting intoxicated behaviors on campus.
- Report to your supervisor any incident in which you are documented for violation of campus policies or local/state/federal law.
- Maintain confidentiality for sensitive and FERPA protected information.
- Demonstrate commitment to education, celebration of diversity, and raising social awareness.

Student Interaction

- Maintain a high level of student contact and availability.
- Promote student success in activities and decision making within University Housing.
- Function as a resource for accurate information concerning University life.
- Provide counseling and referral for students with educational, personal, or other concerns.
- Attend programs in the residence halls.

Additional Compensation for Position

In addition to the compensation package provided by Student Affairs, and as a condition of employment, a furnished apartment, with all utilities (high-speed Internet access, water, and electricity) is provided at no cost. A meal plan and reserved parking space is also provided at no cost. The apartment, meal plan, and parking space are provided to assist in performing job responsibilities.

Please note that in regards to the apartment provided by the department, all personal belongings should be able to fit in the apartment along with the furniture already provided. University apartment furniture cannot be removed by the Graduate Assistant or the department. All GAs will complete an apartment inventory and will be charged for any missing items and/or damage.