

**SUMMER STAFF ASSISTANT EXPECTATIONS
OFFICE OF RESIDENCE LIFE AND HOUSING SERVICES
WEST CHESTER UNIVERSITY**

Professionalism

- A. Summer Staff Assistants (SSA) are paraprofessional Residence Life and Housing staff members who are both directly and indirectly responsible for numerous tasks, projects, and programs that are intended to be responsive to the needs and interest of our residents and conference members. You will, through various methods, have impact upon individual students, student groups, colleagues and other members of the University community. In doing so, you should demonstrate and continually improve upon, the characteristics and skills that will earn you, the Residence Life Program, and University Student Housing (USH), the respect of those with whom you work.
- B. As a SSA, you serve as a role model for all the conference members in your designated area. You should become familiar with all aspects of, and abide by, the Student Code of Conduct. You should be conscious of being a student, attending classes, and maintaining satisfactory grades. Your behavior and attitude should reflect your position as a role model at all times.
- C. As a staff member of the University, you should channel your questions, concerns, or problems regarding the University or your position appropriately. Directing concerns through a Resident Director, or USH staff member, will go a long way in presenting the position in a positive manner.

Communication

- A. Communication with a Resident Director/GHD should occur frequently. You should plan to see him/her daily.
- B. You should get to know all staff members on both a personal and professional level. You should be open to offering and receiving constructive feedback. Any conflict, whether interpersonal or professional, should be dealt with in a professional manner during the weekly staff meetings or in private one-on-one meetings. All staff matters are staff matters; they are not to be discussed with students/conference members or other student affairs staff. If something is bothering you about how you, your colleagues, or a Resident Director are working together (or anything else), you should discuss this concern early, openly, honestly, and privately.
- C. You should work to develop an effective relationship with the security officers, housekeeping, and maintenance staff. If you are supportive of them, they will be supportive of you. You should be professional in all dealings with the above mentioned individuals. Never discuss problems when residents are around.
- D. Be sensitive to the University community people with whom you talk. Always remember your role as a SSA. You are always a reflection of the staff, the Residence Life Program, USH, and West Chester University
- E. We are all judged by the quality of our written output. Care should be taken in writing reports and other materials shared with others.
- F. You should empty your mailbox at least twice a day. Any information which needs to be posted or shared should be done on the same daily basis.
- G. You should contact a Resident Director/GHD or USH staff about emergency and critical situations as early as you deem appropriate (day or night). It is better to over inform a Resident Director/GHD than to not have her/him know what is going on in a part of the assigned area. You are the primary source of information about your assigned area. (If a specific RD is not available, contact the RD On-Call.)

Utilizing Facilities

- a. As a SSA you are assigned a single room within an assigned residential area. This room is your **“Home”!** It is also a reflection of you, so please work to keep it in a neat and orderly fashion.
- b. All staff members are to use the front desk in a professional manner. Each staff member is responsible for keeping it in a clean, neat and orderly fashion.
- c. The files in every office are confidential and should be treated accordingly.

Equipment / Office Supplies

- a. You are responsible for all manuals and equipment checked out to you. Please take care of this equipment, and return any materials checked out to you at the end of the summer. You will be held financially responsible for damaged or lost items.
- b. The supply budget is limited. Use your supplies with discretion. If you need more supplies see a Resident Director/GHD.

Staff Meetings

- a. You will have a weekly staff meeting. This meeting will last approximately one hour and is mandatory.
- b. Be on time for all meetings!

Availability

- a. You should plan to be around as much as possible. This includes nights when you are not on-duty or assigned conference responsibilities.
- b. There will be times when all the staff will have to make special efforts (and sacrifices) to be available.
- c. You are expected to be on campus two weekends per month. If you will be away for a weekend, request and seek approval from a Resident Director/GHD at least three days in advance.

Keys

- a. You are responsible for the keys that are given to you. **DO NOT** lose them. You should be conscious where you place your keys at all times.
- b. Keys other than your room key should be used in job related functions only. Always return the master key immediately.
- c. You should never let anyone but the assigned residents/conference member of a room into their room. If special circumstances arise, contact a Resident Director/GHD or the RD On-Call.
- d. Individuals will be billed the cost for all lost keys and any lock changes as indicated on the Employee Key Agreement.

Public Safety

- a. When officers are called in, make every attempt to contact an RD/GHD and/or the RD On-Call. If the RD/GHD is not available, notify him/her of the designated area as soon as possible after the situation is under control.

- b. When an officer is on the scene, the officer is in charge. Work with him/her to resolve the situation in the best possible way. Never interfere with the officer's activities or withhold evidence or information.
- c. If there is a problem with the manner in which the officer(s) handled the situation, report it to the Resident Director/GHD of the specific area or the RD on-call.

Conduct

- a. You are expected to abide by all policies established for a student of West Chester University.
- b. You are one of the individuals responsible for the enforcement of the Student Code of Conduct.
- c. You should approach all disciplinary matters from an educational and developmental perspective.
- d. You should give the designated Resident Director/GHD any incident reports that you complete within twenty-four hours of the incident. You are expected to complete the reports and any additional documentation in an objective, professional and legible manner.
- e. You are expected to understand that decisions made by those of higher authority than yourself are made with as much information as possible - some of which you may not be in the position to know. If you have a concern about any given situation, direct that concern to the appropriate area Resident Director/GHD.
- f. The staff will uniformly enforce all West Chester University rules, regulations, and policies.

Confidentiality

Often times, information shared in discussion or in written materials is confidential and should not be shared with others. Confidentiality is an important aspect of the position.

- a. Any incident, disciplinary problem, or disciplinary sanction regarding a student/conference member is not to be discussed with any student/conference member, or in any area where the discussion may be overheard (i.e., dining hall, SSA room with door open, Front Desk, etc.).
- b. Any and all information covered during staff meetings will not be discussed with any other person. Any discussions within the staff, or between a student/conference member and staff member, are not to be discussed with any other person except the appropriate RD/GHD.