Summer Housing Assistant Position Description 2020

I. POSITION OVERVIEW

Summer Housing Assistants (SHAs) fulfill many roles while performing their duties. They help maintain a healthy and safe environment in the Residence Hall for summer guests while creating a welcoming and inclusive atmosphere. They are expected to confront inappropriate behavior and assist in enforcing Residence Hall and/or New England Conservatory policies. They perform a number of administrative duties to support operating the Residence Hall during the summer months.

*It is important to note that students in the Summer Housing Assistant (SHA) position are considered mandated reporters. A mandated reporter is an NEC employee who is required to report any knowledge of sexual misconduct to their direct supervisor immediately. Additionally, SHAs are always mandated reporters, even when friends who are also summer guests or NEC students disclose sexual misconduct. Failure to report any disclosure of sexual misconduct in a timely manner is considered grounds for termination.*

II. MINIMUM QUALIFICATIONS

SHAs must:
1. Be in good academic standing and maintain a minimum cumulative GPA of 3.00
2. Not be documented for any Residence Life and/or NEC policy violations throughout the course of employment
3. Be in good financial and disciplinary standing with NEC

*Please note: Only DMA students enrolled in classes for Fall 2020 are eligible to apply. DMA students who are in continuance for the upcoming academic year are not eligible to apply.*

III. COMPENSATION

During the course of employment SHAs will receive:
1. A single room on their assigned floor in the Residence Hall
2. Meals in the Green Room Café when the Café is open for summer guests
3. Stipend of $16.50 per hour for hours worked outside of scheduled duty shifts

*Please note: Compensation for the SHA position may be considered a financial resource and could impact your financial aid package. If you have questions about how your financial aid package may be impacted, please contact Financial Aid at (617) 585-1110.*

IV. APPOINTMENT DATES

SHA assignments are made for the entire Summer 2020 term. If SHAs plan to participate in any summer music festivals or have other travel plans, they should indicate their travel plans on their application or as soon as possible if dates are not available when they submit an application. Summer plans will not affect a student’s candidacy for the SHA position.

SHAs are expected to be present at the start of Summer Housing Assistant Training on Thursday, May 28, 2020 at 12:00pm. Summer Housing Assistants are expected to assist with closing the Residence Hall at the end of the summer program session and should be available until Tuesday, August 18, 2020 at 5:00pm.

On-campus housing will be available for SHAs starting on Monday, May 18, 2020 at 12:00pm, if they lived on campus during Spring 2020 semester. On-campus housing will be available for SHAs starting on Wednesday, May 27, 2020 at 12:00pm, if they lived off campus during Spring 2020 semester.

SHAs are required to live in their assigned room in the Residence Hall for the duration of their employment. SHAs must move out of their assigned space in the Residence Hall on Wednesday, August 26, 2020 by 12:00pm.*

*SHAs who will live in the Residence Hall during the Fall 2020 semester will move to their Fall assignments on August 21, if they haven’t already done so earlier in the Summer. They will be permitted to stay there until the Residence Hall opens officially for the Fall.*
V. CORE RESPONSIBILITY, REQUIREMENTS & EXPECTATIONS

The following represent the responsibilities and requirements of the Summer Housing Assistant position. It is expected that SHAs fulfill these responsibilities, requirements and expectations. Please note that this list is not exhaustive and may be updated or changed as needed.

1. Duty
   SHAs are expected to:
   i. Be available for duty approximately 10 to 15 nights per summer. Duty includes being available and accessible to all guests, conducting rounds, speaking with guests, responding to problems, and maintaining open communication with on-call personnel.
   ii. SHAs who are on duty must:
       a. Be within 5 minutes (walking distance) of the Residence Hall from 8:00pm to 8:00am on the date they are scheduled to be on duty
       b. Check in with the Director of Residence Life and Housing at 8:00pm via text message from the RA On Duty cell phone to the Director’s cell phone
       c. May be required to participate in mandatory duty nights at the discretion of the Director of Residence Life and Housing and/or Dean of Students, including but not limited to: local/national/international events, closure due to inclement weather, etc.
       d. Must carry the duty phone at all times and respond to incidents in person

2. Policy Enforcement
   SHAs are expected to:
   i. Know and educate guests on Residence Life and Conservatory policies, guests’ rights, etc.
   ii. Enforce Residence Life and Conservatory policies by responding to and confronting inappropriate behavior and policy violations
   iii. Confront individuals with respect, consistency, and fairness at all times
   iv. Confront and document any inappropriate guest behavior and report such incidents to their supervisor or other appropriate personnel in accordance with protocol
   v. Complete incident reports (IRs) promptly, concisely, and accurately and save them in the appropriate folder on the Residence Life shared drive

3. General Administration
   SHAs are expected to:
   i. Perform administrative tasks within the Summer Housing Office and Residence Hall; such as, answering the phone, assisting guests who come into the office, checking guests in/out, etc.
   ii. Complete all paperwork accurately and within established timelines
   iii. Distribute and collect all Residence Life information to guests within established timelines including but not limited to Room Condition Forms, check-in/check-out materials
   iv. Working closely with program staff, assisting with the check-in and check-out procedures at scheduled move-in and move-out times Attend beginning of program floor meetings and outline Res Life expectations and emergency procedures (maybe this is under Community Development?)

4. Maintenance & Facility Operations
   SHAs are expected to:
   i. Respond promptly and appropriately to all safety and health hazards
   ii. Complete room preparations prior to guest check-in, including but not limited to: checking rooms to see that requests have been completed
   iii. Be aware of and follow procedures for reporting housekeeping and facilities problems and follow up
   iv. Help to maintain a safe and secure environment
   v. Report any damage to the building immediately to the Director of Residence Life and Housing
   vi. Be familiar with all fire alarms, Shelter in Place (SIP), and other emergency procedures, as well as respond to fire alarms, SIP drills, and other emergencies in the Residence Hall

5. Community Development
   SHAs are expected to:
   i. Set a positive example for guests and other SHAs by following all Residence Hall and Conservatory policies and model the responsible behavior expected of all guests and/or SHAs
ii. Be known by guests as an approachable, visible, and resourceful staff member
iii. Maintain a positive attitude toward others and accept others whose lifestyles and attitudes are different than their own
iv. Maintain a positive attitude toward their SHA position, Residence Life, Student Services, Summer Programs, and NEC
v. Be aware of and respond to the concerns of guests
vi. Respect and maintain confidentiality regarding guest issues by not discussing issues with other SHAs, guests, or other inappropriate persons. SHAs are expected to keep the Director of Residence Life and Housing and/or the Dean of Students informed about serious or potentially serious/dangerous situations
vii. Act as a positive team member who fosters an environment of collaboration, cooperation and professionalism, and participate in staff bonding

VI. TIME COMMITMENT
SHAs are expected to:

i. Be on duty 1-2 nights per week within the Residence Hall
ii. Attend all staff meetings, trainings, in-services, and other commitments as assigned
iii. Must request time off/away that is greater than two consecutive nights in advance with their supervisor, which is approved on a first-come, first-served basis to ensure that there are an adequate number of SHAs in building at all times
iv. Staff should expect to remain on campus beyond official closing date of Monday, August 17, 2020 to complete Room Condition Forms, collect access cards, and secure the Residence Hall
v. Departure dates will be determined by Director of Residence Life and Housing

Important dates include:

vi. SHA Training begins on Thursday, May 28, 2020 at 9:00am and ends on Friday, May 29, 2020. All training sessions are mandatory and training may include evening sessions. SHAs should not have any outside obligations, including on- or off-campus jobs, during training.

vii. Remain on-campus after Residence Hall summer closing on Monday, August 17, 2020*

*Please note: It is not always possible to predict how long closing the Residence Hall may take. Should closing take longer than expected SHAs are required to stay until all closing procedures at complete.

VIII. ADDITIONAL REQUIREMENTS
SHAs are expected to:

i. Work cooperatively as a team member with other Residence Life, Student Services, and Summer Programs paraprofessional and professional staff members
ii. Respect fellow peer SHAs and strive for fairness and flexibility in sharing responsibility for duty switches, time off, special coverage needs, etc.
iii. Use all keys and access to guests’ rooms, offices, computers, etc., ethically and as directed by the Director of Residence Life and Housing
iv. Respectfully confront individuals with whom they have a disagreement, this includes confronting fellow SHAs and other Residence Life or Summer Programs paraprofessional and professional staff
v. Abide by all Residence Life and Conservatory policies and may not violate local, state and/or federal laws. Violating Residence Life and/or Conservatory policy or the law is grounds for probation or termination depending on the details of the circumstances
vi. Demonstrate and role model appropriate behavior on and off campus, as well as ensure that electronic and social networking practices (i.e. Facebook, Twitter, Instagram, Snapchat, etc.) are also role modeling appropriate behavior (i.e. appropriate posts, pictures, comments, etc.)

vii. Abide by the following Residence Life requirements, including but not limited to: SHA position description, SHA Staff Manual, outside involvement, alcohol and drug policies, electronic representation of Residence Life and NEC, and confidentiality

XI. REAPPOINTMENT
The SHA position is for the Summer 2020 only. SHAs must reapply for the SHA position each year. Reappointment is not guaranteed.
XII. RESIDENCE HALL/ROOM ASSIGNMENT
SHAs are expected to:
  i. Understand that Residence Life assigns each SHA to a Residence Hall space based on needs and that, in rare cases, reassignment may be necessary
  ii. Understand that SHAs will be assigned a room in which each SHA agrees to live as a condition of employment
  iii. Move out of their assigned space within 48 hours in the event they resign or their position is terminated

XIII. TERMINATION
  i. If a SHA fails to abide by Residence Life and/or Conservatory policies and/or meet the obligations of the Summer Housing Assistant position description, job agreement, SHA Staff Manual, and/or other policies and procedures, SHAs must understand this shall be grounds for immediate disciplinary action which could include verbal warning, written warning, probation and/or termination
  ii. Upon termination, the SHA responsibilities will be relinquished immediately and the former SHA must move out of the Residence Hall within 48 hours
  iii. SHAs will be subject to the Conservatory conduct process for any activities for which they may have violated Residence Life and/or Conservatory policy, including behaviors that contributed to the termination of the SHA position
  iv. Any SHA terminated from their summer appointment will also be terminated from their academic year appointment, if they are a member of the 2020-2021 Residence Life Staff