

University of San Francisco
Student Housing and Residential Education
2130 Fulton Street
San Francisco CA 94117-1080
Phone 415.422.6824
Fax 415.422.2480

EXPECTATIONS OF STAFF IN STUDENT HOUSING AND RESIDENTIAL EDUCATION

To insure the effective, efficient, and consistent performance of duties and the implementation of the goals and objectives of Student Housing and Residential Education (SHaRE), the following expectations are presented for all SHaRE staff. This document does not cover all job expectations. All staff are expected to understand and abide by these expectations along with those in other documents including but not limited to the employment contract, supervisor's expectations, University expectations for employees, University ordinances, Residence Hall Community Handbook policies and local, state, and federal laws. If there is need for further clarification, please consult your supervisor.

COMMUNITY DEVELOPMENT

One of the main purposes of SHaRE staff is the establishment, maintenance, and support of a positive, healthy, living-learning environment in the hall that is consistent with the educational mission of the University (as set out in the *Fogcutter*) and the goals of Student Housing and Residential Education. Specific examples of behaviors expected of SHaRE staff to that end include:

Approach your job responsibilities with purposefulness and intentionality.

Develop a plan for the coming year that reflects careful consideration of the previous year and the results of formal and informal needs assessment at the beginning of each semester.

Be aware of and confront potential problem situations in your hall whether those be individual or staff problems, lack of respect for others, interpersonal conflicts, or violations of policies and procedures. Maintain a proactive approach at all times.

Actively support, in word and deed, other members of the residence hall staff, including Resident Ministers and desk staff. Do not disregard or disassociate yourself from incidents, activities, violations, problems, or situations that develop on other floors or in other university housing facilities.

Maintain an active, positive relationship with cleaning and maintenance staff. Support the cleaning and maintenance staff and lend assistance as needed. Informal contact with the cleaning staff is expected.

Actively support Hall Student Government. "Support" is partially defined as attendance at meetings and activities, individual consultation with floor leaders, advising committees, and providing training.

Actively support students' academic pursuits. Establish and maintain an environment that is supportive of students' academic success.

Conduct programs and activities based on a needs assessment of your community. Ensure that these programs meet the needs of the diverse student population we serve and bring these students together to interact, exchange ideas, discuss problems, and develop solutions with each other.

Support, in word and deed, the purposes of programs and activities designed to assist students of color, international students, and others identifying with traditionally oppressed groups in adjusting to the University and be successful in their personal, professional, and academic endeavors.

MULTICULTURAL COMMITMENT

One of our goals is the creation of an inclusive environment where the rights of all members are respected and where individuals are appreciated and valued for the differences they bring to enrich that environment. Our commitment to this goal is articulated in our department's Diversity Statement. Specific examples of behaviors in this area include:

Act as a role model for students in broadening their cultural awareness. Engage in activities, training programs, and other experiences that broaden your own understanding and appreciation of the differences between people.

Conduct programs and activities specifically geared toward broadening students' multicultural awareness, as well as their understanding and appreciation of the differences between people.

Recruit qualified individuals, committed to multicultural understanding, to be staff for Student Housing and Residential Education.

Identify opportunities and encourage all students to become involved in programs, activities, and organizations that allow for their contribution to other students and the University.

ROLE MODELING

As SHaRE staff, we function as educators. One of the most effective ways of educating others is through role modeling appropriate behaviors. Specific examples include:

Act as a role model and set a positive example. Conduct yourself in an honest, conscientious, courteous, and professional manner at all times, showing respect for persons of all persons in our diverse university community. Maintain appropriate personal and professional decorum. Refrain from becoming involved in activities or encouraging norms that are in direct opposition to this principle or violate established policies and procedures.

Abide by Federal and State of California laws. Actively support, interpret, enforce, and obey all University and SHaRE policies, regulations, and procedures.

Confront staff and students who display inappropriate actions or do not show respect for persons of our diverse university community. Individuals who violate these principles will be held accountable by staff through action initiated in the personnel and/or student conduct systems.

STAFF MEMBERSHIP

To be successful, SHaRE staff members need to function not only as individuals, but also as members of a team. Specific types of behaviors in this area include:

Attend designated meetings and training sessions, be on time and actively contribute to the content of these meetings/sessions. Share equal responsibility for making these meetings interesting, stimulating, and professionally worthwhile.

Actively participate in the recruitment and selection of future SHaRE staff.

Maintain communication with your supervisor and provide feedback on his/her performance and direction. Continuous mutual feedback is the key to a successful, professional working relationship.

Maintain confidentiality regarding all staff matters and publicly support all staff decisions.

Follow established channels in voicing dissatisfaction/disapproval of any policy, program, or method of operation. Constructive criticism with active follow-up and suggestions for improvement is the best method to induce change in an organization. A positive attitude in all realms of the job is expected. Idle criticism is of negative value and is unwelcome.

USE OF ALCOHOL AND ILLEGAL DRUGS

In this area it is especially important that we are aware of ourselves as role models. To this end, examples of expectations for our behaviors include:

If you are 21 years of age, be aware of yourself as a role model when consuming alcohol with staff and/or students. Do not provide alcohol to any staff or student under the age of 21. Refrain from becoming intoxicated because intoxication does not fall within the framework of an acceptable, positive role model. As role models, all staff members should:

- a. Be aware of personal attitudes regarding alcohol use as demonstrated by your own speech and behavior.*
- b. Not encourage, through job function or personal action, alcohol-related events involving residential students.*
- c. Suggest alternatives to alcohol-related events.*
- d. Look out for the well-being of others in drinking situations.*
- e. Not emphasize the use of alcohol through your personal behavior or any program that you sponsor.*
- f. Be aware that alcohol use while on duty is strictly prohibited.*

Do not possess or consume alcohol if under the age of 21.

Educate students on the psychological and physiological effects of alcohol and other drugs.

Confront students regarding inappropriate use and abuse of alcohol and other drugs. Identify and hold them accountable for their behavior.

Identify and intervene with students you suspect may have an alcohol abuse or related problem.

Share information regarding students' use of alcohol and other health-related situations with your supervisor.

Be aware that the use of any illegal drugs (including marijuana) in any residence hall or in the privacy of your room is strictly prohibited.

Deal swiftly and effectively with the sale of drugs in your hall. If you become aware that a student is selling drugs, the Residence Director must be informed immediately.