Graduate Coordinator, Community Safety Assistant Program Position Description
2017- 2018 Academic Year

Reporting to the Assistant Director for Residential Learning, the Graduate Coordinator (GC) is a 10-month graduate student position serving as a key paraprofessional member of the Residential Learning and University Housing staff. The Graduate Coordinator oversees all areas of this position including hiring, training, supervising, submitting time cards, and coordinates work schedules of a student staff of 26 Community Safety Assistants (CSAs). The CSA staff consists of peer leaders employed by Residential Learning and University Housing to assure the safety and security of the residential communities through serving in a late night duty rotation in area zones. CSAs complete on-going rounds throughout an assigned areas checking all building entrances are secure and completing rounds with building RAs enforcing policies as needed.

The following description addresses the general duties and responsibilities of the GC position. This document does not cover all job expectations or specific procedures for completing these responsibilities. All staff is expected to review and abide by additional policies and specific procedures described in other documents including staff manuals, as well as all local, state and federal laws.

Supervision/Training of Community Safety Assistants:
- Supervise a campus wide student staff
- Lead weekly staff meetings and hold regular 1-on-1 meetings with CSAs
- Provide ongoing guidance and feedback to CSAs
- Coordinate the recruitment, selection and training of CSAs
- Facilitate weekly CSA staff meetings
- Coordinate weekly duty schedules
- Facilitate in-services and staff development activities.

Administrative Functions:
- Oversee and complete all payroll and HR paperwork for CSA including regular submission of timecards
- Maintain updated staff rosters and staff files in office
- Serve as liaison with other office staff to maintain working knowledge of administrative functions related to CSA duties
- Maintain CSA manuals for CSA position and CSA staff members including all pertinent information and protocols
- Assist other areas within office with projects as needed

Contact with Residential Community:
- Be visible in the CSA Residence Hall Office
- Become familiar with a variety of campus-wide resources, organizations, and services in order to expedite appropriate student referrals.
- Be visible in evening by sporadically participating in rounds with staff to be aware of evening occurrences
- Become knowledgeable of all the residential buildings on campus including staff and layout of buildings
- Demonstrate respect for the differing lifestyles, opinions, and values of residents and staff
- Demonstrate positive customer service relationships with residents and staff
Policy Compliance and Enforcement:
- Know University policies and how they pertain to the residences.
- Role model and abide by University policies as well as local, state and federal laws.
- Address and document suspected/alleged violations of University policies or refer violations to professional staff or Police as appropriate.
- **ATTENTION:** The person in this position is designated as a Campus Safety Authority (CSA) and is required to report information about crimes in compliance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act also known as the Clery Act [20 U.S.C. § 1092(f)]. In addition, the person in this position is regarded as a mandated reporter regarding child abuse and neglect and other misconduct including sexual violence and harassment. Specific policies and procedures for reporting will be covered in training.

Student Discipline Processes:
- Serve as a campus hearing officer within the student discipline system under guidance from the Assistant Dean Civic Engagement Office and the central RLUH staff.
- Attend all campus hearing officer training as scheduled by central office staff.
- Follow established protocols related to investigation and adjudication of cases of student misconduct.
- Coordinate delivery of sensitive letters to students related to student discipline proceedings and other matters as assigned.

Duty:
- Participate in the nightly Grad Staff campus duty rotation as assigned.
- Coordinate campus wide CSA duty schedule.
- Respond to calls to provide emergency and other assistance to residents as appropriate.
- Review CSA duty logs and other appropriate administrative forms, and hold staff accountable to protocols and procedures related to staff duty.
- Distribute CSA duty logs to central office and area staff daily for review.
- Assume responsibility for all CSA office keys, rosters, staff attire and other items and keep these items safe and in good condition.

Housing Operations/Maintenance/Housekeeping:
- Report maintenance and housekeeping problems in assigned areas or in common areas (stairwells, lounges, lobbies, and exterior areas) via work order system.
- Working knowledge of work order reporting system.
- Train CSAs on the work order reporting system so while on rounds any maintenance issues can be reported immediately.
- Communicate standards of cleanliness and care for facilities and common areas to CSAs so staff can address while on rounds.
- Encourage mutual respect and cooperation among residents and between residents and housekeeping staff in meeting standards of cleanliness and care for facilities and common areas.
- Assist the RLC and Housing Systems & Logistics staff with all opening and closing building walk throughs and check-in and check-out boxes as designated.

Security and Safety:
- Promote CSAs and residents awareness of their surroundings and safety issues.
- Accurately document incidents that relate to student safety.
- Assist with emergency preparedness programs, including fire drills.
- Report any tampering or damage to the emergency equipment (fire extinguishers, fire doors, emergency lights, etc.).
• Notify Public Safety/Police or professional staff of any safety or security concerns.
• Coordinate campus wide safety awareness programs each semester with the RLUH and Public Safety staff in the residential areas.
• Working with the AD, coordinate a year plan for campus safety training/programs

Emergencies:
• Intervene in crisis situations by assessing circumstances, responding appropriately, and discerning when additional professional staff or Public Safety should be called.
• Report serious incidents, injuries or illnesses to professional staff.
• Provide assistance to students in obtaining medical care when needed.
• Know and be willing to participate in crisis intervention procedures.

Meetings and Training:
• Must complete required training during the summer typically beginning in late July
• Must attend training full time during the summer training period prior to the opening of the residence for fall semester (specific dates and expectations TBA).
• Oversee all CSA training for summer and throughout academic year
• Facilitate weekly CSA staff meetings.
• Schedule and facilitate regular 1-on-1 meetings with CSAs
• Must attend and actively participate in in-service trainings throughout the year.
• Must reside in assigned residence and serve as role model for staff and residents during the term of employment.

Qualifications and Requirements:
• Bachelor’s degree and at least 1 year of related/transferable residence life or other experience in a university context. Experience as a Resident Assistant or relevant community safety experience strongly preferred.
• Candidates for this position must complete a required judicial records disclosure form and submit this form to their undergraduate institution(s). Records of violation of university policies at these institution(s) will be highly scrutinized, but will not automatically preclude employment.
• Must be a full time graduate student in good academic standing making reasonable progress toward a degree objective.
• Must reside in assigned residence.
• Possess assertive leadership skills and ability to work in a team.
• Possess effective communication skills in order to successfully approach people, mediate problem situations, and enforce policies.
• Must be easily approachable, friendly, and able to establish rapport with residents.
• Ability to use authority with discretion and exercise good judgment.
• Must be able to maintain confidentiality of sensitive student information.
• Must be able to attend all staff trainings, meetings, and in-services.
• Must be in good conduct/judicial standing and remain so throughout the term of employment.

Expected Time Commitment: The GC position requires an extensive time commitment. Graduate Coordinator for CSA program is expected to work up to 30 hours per week. The GC is expected to maintain 17 weekly office hours in the central office Monday – Friday, for 3-4 hours per day between the hours of 8:30am – 4:30pm with some evening hours flexed to be with the staff. This position is expected to be visible in the residence hall CSA office in evening as feasible around their academic class schedule. In addition, the GC serves in an on-call capacity during
duty shifts creating variable time commitments, especially during evenings and weekends. Commitments during the period prior to opening of the residences in fall as well as during the fall orientation period will be full time (40+ hours).

**Start Date and Term:** The GC for the CSA program start date is July 23, 2017 - May 31, 2018. This position is not permitted to hold other employment during the term.

**Supervision:** The GC for the CSA program is supervised by Assistant Director for Residential Learning and works closely with all of the other central office professional staff as well as the RLC staff.

**Evaluation:** In an atmosphere of constructive feedback, GC performance will be evaluated by the Assistant Director each semester.

**Compensation:** The compensation package for this position consists of a full tuition waiver excluding fees for full time study in a Rowan University graduate program, a furnished apartment in the assigned residence or apartment complex (includes free utilities, internet, phone, and basic cable service), a designated 14 meal plan, as well as a $11,000.00 annual stipend paid on a biweekly basis over the course of the contract term.

**To Apply:** Please send your cover letter, resume and three references with contact information to Annette McCully, Assistant Director, Residential Learning. You can contact Annette at 856-256-4603 with any questions.