**Application for Residential Assistant 2020**

*Thank you for considering Victoria House**for a Residential Assistant position.*

This document details what you need to do to apply for the Residential Assistant position at Victoria House. It also includes the Job Description.

At Victoria House, we pride ourselves on being a warm, accepting community. We are a small hall, which ensures that we get to know all of our residents and staff. We are looking for people who will continue our vibrant community, who have a passion for working with others.

For more information about the RA role, please come to an **Information Evening followed by a tour of Victoria House,** **7pm on Monday 5 August.** Additionally, please feel free to pop into Victoria House office for more information or email ella@vichouse.co.nz

Please read this document carefully, and remember that **all applications must be handed to the Victoria House office (located at 282 the Terrace, Te Aro, Wellington) OR email your application to** [**ella@vichouse.co.nz**](mailto:ella@vichouse.co.nz)**.**

**The closing date for all applications is 12pm Friday 9 August Please include the following in your application:**

* A cover letter, a Curriculum Vitae, a copy of your University transcript and the names and contact details of two referees who have known you in the last 12 months.
* Please indicate below by ticking the appropriate box what day(s) and you are available for interviews. Tick all the dates you are available for an interview. **Please attach this page to the front of your application.** 
  + - * Monday 26 August
      * Tuesday 27 August
      * Wednesday 28 August

If successful in the interview process, you will be asked to attend RA Active Selection Activities on Friday 30 August

Once all applications have been received, shortlisting will occur. If shortlisted, we will contact you and arrange an interview during the days indicated above.

We look forward to receiving your application.

**Job Description**

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| **Position Title:** Residential Assistant |
| **Position Location:** 282 The Terrace, Wellington |
| **Reports to:** Residential Life Manager |

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| **Guiding principles and values** |
| * The guiding philosophy of Victoria House is: Friendship, Community, Success. * The provision of a safe, affordable and stable living environment in which residents have access to opportunities to achieve their academic goals and social potential. * Active promotion of a support network to ensure students are able to adjust to the dynamic of life in a hall of residence and at the university in their first year away from home. * Proactive emphasis on our values and point of difference to positively enhance our niche in the tertiary student accommodation market in Wellington. |

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| **Role Purpose and Scope** |
| Residential Assistants (RAs) are appointed to assist the Head of Hall, Residential Life Manager and Administrator at Victoria House. RAs take a full and active part in the life of the Victoria House community and act as role models for residents. They are required to assist in mentoring, monitoring behaviour, arranging activities and creating learning opportunities for residents to develop academically and socially.  Each RA will be allocated a group of residents and take particular responsibility for ensuring they are aware of the operation of the hall and the support available.  Residential Assistants will work a weekly roster each week, including weekends, evenings and university breaks. |

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| **Role Requirements** |
| * 2 years of successful tertiary study is desirable, but not mandatory. * RAs need to be available for full time training from late January 2020 until the end of Resident Orientation Week. There will also be additional training during the year in the trimester breaks. Actual dates will be confirmed. * RAs are required to live in the Hall and be full participants in the life of the Hall. * RAs must be able to demonstrate leadership skills. * Experience of working or living with people from other cultures is desirable. * RAs must have strong communication and interpersonal skills. * Have knowledge of the tertiary sector in general and ideally the VUW environment in particular. |

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| **Key Result Areas and Performance Measures** |
| 1. **Academic:**   *RAs must support the academic endeavours of residents in their studies at the University.*   1. RAs supervise residents’ behaviour to ensure that community standards are adhered to. 2. RAs should be familiar with residents’ academic progress. 3. Maintain an awareness of major assessment demands and, when required, refer students to appropriate help.   *Performance measure:*   * *Complete 2 interviews with their residents during the year.* * *Follow all policies as outlined in the Resident Handbook and RA Manual.*  1. **Social:**   *RAs foster a sense of belonging, community and family at Victoria House, amongst residents and staff.*   1. Ensure that residents feel welcome upon move-in day. 2. Ensure they have a positive involvement on Open Day. 3. Organise activities to assist residents in fostering a community. 4. Ensure that residents’ are aware of the Hall’s operations and the support available to them. 5. RAs encourage residents’ participation in hall events. 6. Ensure that the justification for community standards are understood. 7. Respect residents’ privacy. 8. Be a positive role model for residents   *Performance measure:*   * *Organise 20 inhall and interhall activities during the year.* * *Attendance at Move in Day and Open Day.*  1. **Organisational:**   *Contribute to the development and maintenance of routines and events, to ensure the ordered life of the Hall.*  ***Being on-duty involves the following:***   1. Ensure that all queries are answered immediately and are referred to the Duty Manager if necessary. 2. Attending to minor administrative matters, such as retrieving packages, issuing promotional materials and issuing guest passes 3. Ensuring visitors are accompanied by residents and have a guest pass. 4. Being aware of the amount of alcohol brought onto the premises, by residents and guests. 5. Scheduled duty rounds to check and deal with safety and behavioural issues of residents and their guests. 6. Uphold the rules and community standards of the Hall. 7. File incident and maintenance reports within on StarRez. 8. Keep up to date with daily reports and meet regularly with the Residential Life Manager and other residential staff.   ***Whilst not on duty you, may be involved the following:***   1. Greeting new residents. 2. Showing prospective residents around the hall. 3. Promoting, organising and attending hall events and interhall events. 4. Regularly engaging with residents in the Hall, outside duty hours.   *Performance measures:*   * *Respond to all calls whilst on duty immediately.* * *Undertake at least 1 round each hour around the hall whilst on duty.* * *Complete a Starez report upon the completion of each duty round.* * *All incidents and maintenance requests to be lodged on Starez within 24 hours of the incident.* * *Follow all policies as outlined in the Residents Handbook and RA Manual.* * *Ensure all tasks outlined in the Duty tasksheet are completed at the end of each duty night.* * *Check e mails on a daily basis.* * *Attend weekly staff meetings.*  1. **Physical**   *RAs are to help facilitate the physical safety and well-being of residents in the hall.*   1. Promote safety (e.g. fire escape doors being kept closed, ensuring that residents have emergency water). 2. Be an Emergency Warden as part of the Fire and Emergency Evacuation system. 3. Prevent ill-advised behaviour amongst residents that would risk the safety of others. 4. Deal with unforeseen hazards that threaten physical safety and well-being of others, by reporting damage to the Residential Life Manager or Head of Hall. 5. Keep the Residential Life Manager or Head of Hall informed of illness and administer first aid or arrange for medical attention if required. 6. Ensure reasonable standards of cleanliness are maintained in the common areas.   *Performance measures:*   * *Follow all policies as outlined in the Residents Handbook and RA Manual.* * *Conduct Hazard Identification Forms as part of Health and Safety Plan.* * *Inform Residential Life Manager or Head of Hall of any significant health and safety issue immediately.*  1. **Emotional:**   *RAs are to help ensure that the hall is an emotionally healthy environment.*   1. Take on an active role in managing residents’ behaviour on, and occasionally off, duty. 2. Be available to offer basic advice and support to residents on their concerns and/or grievances on, and occasionally off, duty. 3. Ensure students who display behaviours of concern are referred to Management. 4. Be sensitive to the symptoms of distress/stress in residents’. Encourage residents to find socially acceptable ways of expressing and releasing their emotions. 5. Ensure that all residents are respected and appreciated. In particular, ensure residents from minority cultures, especially international students, are respected and appreciated. International students need a different kind of support and guidance to integrate into the Victoria House community.   *Performance measures:*   * *Ensure the Residential Life Manager is informed of all behavioural and wellbeing issues with residents.* * *All incidents are to be reported within 24 hours. All significant incidents are to be reported immediately to the Residential Life Manager or Head of Hall.*  1. **Other:**   *RAs are to aid the Head of Hall, the Residential Life Manager and the Administrator in the general running of the hall from time to time.*   1. RAs are expected to help out with the running of the office occasionally. 2. Perform other duties as required by the Head of Hall, Residential Life Manager or Administrator. 3. Take a full and active part in the life of Victoria House, including eating meals and sleeping at Victoria House and interacting with residents regularly. 4. It is strongly advised for RAs not to be friends with residents on any form of social media, including (but not limited to): Snapchat, Facebook, Instagram, Tinder. 5. RAs should not have a resident’s personal phone number, and vice versa.   *Performance measure:*   * *Whilst on duty, RAs are required to be in the Dining Hall during the dinner meal times.* |

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| **Key Challenges for an RA** |
| Being an RA is an exciting, dynamic role. It is not, however, for the faint-hearted. There are many challenges that accompany being an RA, some of which are listed below. An RA must overcome these challenges to properly assist Victoria House residents.   1. **Time management.** Being an RA is definitely a life-style. You find that your whole outlook changes. You need to balance the requirements of the job, the demands of residents, your study requirements and your personal time. 2. **Been seen as ‘management’ by the residents.** An RA walks a fine line. RAs need to have a good relationship with residents, to ensure that residents can come and confide in you. However, an RA must also be able to put their foot down and take control of the situation. 3. **Dealing with negative behaviour.** Sometimes, residents can be disrespectful to you, especially under the influence of alcohol. An RA needs to recognise that disrespect may come your way, but they must also be able to shrug it off. 4. **Acknowledging and accepting different ways of doing things.** Being an RA means that you need to be open-minded. Residents come from all walks of life, and you need to be able to adjust depending on your surroundings. That being said, you must be strong enough to draw the line in some circumstances. 5. **Being ‘present’.** An RA needs to have a ‘presence’ at Victoria House. If an RA is not present enough, residents lose respect for them, and it is hard to establish rapport with residents. To communicate properly with residents, and to earn their respect, and the RA needs to be visible and engaged in the Victoria House community. |

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| **Key Relationships** |
| RAs report to the **Residential Life Manager** and are expected to develop and maintain relationships with:   * Residents * Other hall staff * Contractors and trades people * Kitchen staff * Accommodation Service staff * Other VUW staff * Neighbours |

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| **Key Competencies** | |
| **CUSTOMER FOCUS**  Individuals who display this competency understand and believe in the importance of customer service. They listen to and understand the needs of internal and external customers. They meet and exceed customer needs to ensure satisfaction. | * Demonstrates the importance of customer service by giving residents’ needs top priority. * Proactively manages the customer relationship, ensuring residents are kept up-to-date. * Deals effectively with residents by displaying a professional, courteous, and empathetic approach. * Continuously looks for better ways to meet or exceed residents’ expectations. * Considers Maori and multicultural issues when delivering and developing customer services. |
| **SELF MANAGEMENT**  Individuals who display this competency effectively plan and organise their work to achieve desired outcomes. They are proactive, remain focused, take action to overcome obstacles and follow through to completion. | * Takes personal responsibility for making things happen. * Identifies, allocates and manages time and resources required to achieve outcomes. * Perseveres in the face of adversity and resistance, with a ‘can do’ attitude. * Successfully adapts to changing demands and conditions. * Remains calm and is able to continue with the primary task and work effectively when faced with heightened levels of pressure/stress. |
| **INTEGRITY**  Individuals who display this competency are open, honest and consistent in behaviour and can be relied upon. They generate confidence in others through their professional and ethical behaviour. | * Sets and maintains high professional standards. * Deals with others in a respectful and fair way. * Follows established organisational policies and procedures. * Displays a positive attitude towards and is receptive to Maori and multicultural issues. * Does not use information or their position for personal gain. |
| **INNOVATION**  Individuals who display this competency question the way things are done, learn from past mistakes and generate new and creative ideas to improve the status quo. | * Proactively assesses own work patterns in order to improve efficiency and effectiveness. * Thinks in terms of opportunities and possibilities. * Looks to make improvements and is willing to challenge “that’s the way it’s always been done” mentality. * Encourages the discussion, free-debate and generation of creative ideas and solutions. * Builds on ideas suggested by others to develop new solutions. |
| **ROLE SPECIFIC COMPETENCIES COMMUNICATION**  Individuals who display this competency effectively communicate with a wide range of people in all situations, both orally and in writing. | * Demonstrates effective listening skills. * Communicates key points clearly and concisely. * Uses non-discriminatory language. * Reinforces key messages to ensure the correct message is received. * Demonstrates understanding of cultural differences in regard to communication. * Effectively facilitates meetings to achieve goals and maintain group cohesiveness. |
| **TEAMWORK**  Individuals who display this competency show a genuine intention to work co-operatively with others in a team setting in order to achieve results and team goals. | * Contributes to and supports team activities. * Accepts share of workload, to help others and the team. * Demonstrates respect towards all other team members. * Participates effectively in group discussions and activities and encourages others to do the same. * Shares ideas/information, resources, and experience with team members. * Supports team values and decisions, and models expected behaviours. * Is open minded, listens to others points of view. * Balances personal objectives with those of the team. * Actively participates in the development of team values, goals and performance standards. * Advocates and compromises where necessary, to arrive at a mutually acceptable solution. * Encourages the positive resolution of conflict within the team. * Displays an awareness of, and sensitivity to, the group dynamics. |
| **RELATIONSHIP BUILDING** Individuals who display this competency are concerned with building and maintaining positive working relationships and networks useful to achieving the organisations objectives. | * Builds and maintains appropriate productive relationships or networks of contact. * Builds and sustains appropriate positive and productive working relationships. * Creates and sustains an appropriate image and profile of the area of work. * Consistently presents well in different social settings, such as to public, media and staff (public face of the organisation). * Demonstrates an acceptance of and sensitivity towards different people and cultures. |

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| **Professional Conduct** |
| RAs are expected to maintain a high standard of professional conduct **at all times.** This is because the RA role is a highly visible one. “At all times” means even beyond Victoria House grounds, for residents will reflect on your behaviour outside the Hall. Additionally, RAs are expected to maintain a high level of professionalism in their role. Below are behaviours expected of RAs:   * RAs are not permitted to consume alcohol while on duty. * RAs are not permitted to be intoxicated on Hall premises. This includes drinking whilst you have been offsite and consequently returning drunk. * RAs are not permitted to take payment from residents for any service they provide within or beyond the scope of their duties. * RAs are encouraged to have only platonic relationships with residents, other RAs and staff members. * RAs are to exercise discretion with private or commercially sensitive information that has come to their knowledge in the course of their job. |

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| **Performance Criteria; the signs of a good RA** |
| The position of Residential Assistant is being performed well when the following things occur:   1. The RA has the respect of staff members and residents. 2. The RA makes residents feel ‘at home’ and secure. 3. There are clearly recognised standards of: 4. Acceptable noise. 5. Tidiness in common areas. 6. Cleanliness in bathrooms. 7. Respect for space and property of others. 8. The accepted procedures for infringements of these standards and Hall rules are followed. 9. Matters affecting the welfare of residents are reported promptly. 10. Items requiring maintenance are reported promptly. 11. Victoria House is cohesive and functioning well. 12. Duty periods are given priority by the RA and done with few or no lapses in the tasks specified. 13. The RA is performing their share of residential staff duties. 14. Incident reports are prompt and provide the information necessary for a follow up. 15. The RA is a good role model for residents in all significant respects. 16. The RA supports the decisions of the Head of Hall and Residential Life Manager. 17. The RA supports other residential staff, has their confidence and gets on well with the whole team. 18. The RA supports, and attends, all hall activities. |

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| **Employment Contract** |
| The position of Residential Assistant is a fixed term contract from the end of January 2020 to the middle of November 2020. Exact dates are yet to be finalised.  The remuneration package consists of the provision of accommodation and meals (breakfast, lunch and dinner). The value of this package is to be confirmed and is considered taxable income. |