



Terms of Reference

Position: Student Resident Assistant

Scope of Work

The Student Resident Assistant (SRA) facilitates the social, academic and personal adjustment of students at the Halls of Residence. The SRA develops a sense of community among residents and actively participate in the residence activities. The SRA serves as a positive role model to residents and peer staff members and SRA enforces the rules and acts as a liaison between residents and the accommodation team.

Key responsibilities

- The following responsibilities are required of all SRA's:
- Assist in supervision of the general cleaning of hostel facilities and monitor the well-being of students in the Halls of Residence with a high standard of customer service;
- Assist in the supervision of the residence hall, responding to all requests and emergencies during duty hours. Remain on-call for the remainder of the weekend;
- Attend and participate in student training/orientation sessions held at the beginning of each semester and throughout the year; and assisting residents in adjusting with roommate and Halls/Campus life.
- Contact Hall Supervisors if any issues regarding hostel residents for complaints or suggestion in regard to maintenance and cleanliness of the Hostel facilities.
- Be available to residents on a daily and in emergency basis.
- Attend and participate scheduled one-on-one meetings with the Hall Supervisor and Accommodation officer for the purpose of planning experiences, disseminating information, and explaining residence hall policies and procedures.
- Advise and recommend to the Halls Supervisor & Accommodation Team on the repair & maintenance, health and safety requirement and accountability to all hostel facilities or concern raised by students and the welfare of the students are prioritised.
- Respond to all witnessed violations of Residence Life and University policies occurring within any FNU Halls of Residence. Prepare and submit the appropriate report to the Halls Supervisor and/or Accommodation Officer within 24 hours.
- Attend and participate in University Disciplinary hearings when necessary.
- Demonstrate commitment to development of living-learning communities through building positive relationships with campus partners, creating and implementing experiential opportunities that support the theme of your community and inspiring residents to be active participants, if applicable

Other duties:

A. Reporting Structure

The SRA will report to the Manager Commercial Services through the Hostel Supervisor. The administrative support will be provided by the accommodation office. The SRA Program will be solely managed by the Office of Corporate Services.

B. Work Expectations

The duties to be undertaken are set out in part B. Other duties may be mutually agreed between the parties from time to time. It is expected that those duties will be performed according to the employer's instructions and that the SRA will devote all of his/her ordinary working hours and best endeavor's to performing the duties outlined.

The allocated duty hours for the SRA are as follows:

- Average of 3 hours a Day/Night
- 20 hours per week

Thus, the SRA would be required to work for a minimum of twenty (20) hours each week, the times of which would be decided mutually between the Student Resident Assistant and the Accommodation department. Both parties, however, acknowledge that the full discharge of responsibilities may require work outside these hours at times.

C. Training

The SRA will be provided with two days of professional training at the commencement of their role and additional training during the course of employment on various areas pertaining to SRA in order to upgrade their skills.

D. Interference with Studies

The Student Resident Assistant (SRA) undertakes and assures that the adoption of these duties will not, in her reasonable view, affect her studies negatively.

E. Code of Ethics

The following Code of Ethics underpins the practices and conduct of all SRA at the Office of Corporate Services

1. I will commit to the highest standards of performance in all aspects of my SRA role, critically reflecting on my performance and acting on feedback from my Hostel Supervisor.
1. If I am unclear about the responsibilities of my role as a SRA, I will seek consultation with Hostel Supervisor; Accommodation office or Manager Commercial Services.
2. I will acknowledge any lack of knowledge or skill and will seek assistance from assessor, Mentor or the Supervisor.
3. Subject knowledge and proficiency have a high priority in my job. I will maintain and improve my knowledge of all course material for my SRA Program.
4. I will manage personal concerns and outside distractions so as not to affect the quality of my SRA sessions/shifts.
5. I will accept students as they are, without statements of judgment. This includes managing my non-verbal communication to demonstrate respect and acceptance.
6. I will not impose my personal values, belief system, or lifestyle on students.
7. I will maintain professional relationships based on mutual respect with all people whom I come into contact through my role as a SRA.
8. I will not engage in any activity that would create a role conflict. Students must perceive me as not having undue influence on their grades. I understand I cannot grade exams or assignments; preview class tests; or have any knowledge of students' grades except as they share with me.



Mode of Payment

You will be paid a weekly stipend of FJ\$50.00 at the end of each week.

Termination of Contract:

The University will terminate the contract with immediate notice if the SRA does not perform his/her duties satisfactorily and/or fails to follow the code of ethics.

