Job Title: Resident Assistant Coordinator

Location: Ashoka University, Sonipat

Experience (in years): Preferably an RA & RA Mentor

Nature of work: Mentoring, Counselling, Designing & Implementation of the program.

About Ashoka University:

10 years ago, we embarked on a journey to establish a world-class, multi-disciplinary, liberal arts and sciences university in India. Built on the finest global best practices of institution and university governance, Ashoka has truly transformed Indian higher education with its unique pedagogy, governance, and best practices. Ashoka is today India's #1 liberal arts and sciences university that is home to the most diverse student body, a hub for impactful research, and a magnet for best-in-class faculty and staff.

Ashoka has been ranked in the top five among private Universities in India by QS Asia and has also secured the top rank among all Indian Universities in the 'International Faculty' indicator.

For further information, visit www.ashoka.edu.in

At Ashoka, we aim to co-create a nurturing space for our students, faculty, staff, donors, and community positively through universal values:

- Being mission-driven and authentic
- Thinking strategically and creatively
- Collaborating with trust and respect
- Being accountable and driving for results
- Focused on service excellence

Ashoka is an equal opportunities employer. Remuneration will be competitive with Indian non-profit pay scales and will depend upon the candidate's experience levels and the overall organization's salary structure.

Role Summary:

The Resident Assistant-ship Programme is managed and led by the Residence Assistant Coordinator (RAC) under the supervision and guidance of the Director, Office of Student Affairs, and Associate Director, of Residence Life. As the primary force that drives the RA Programme on the ground, the RAC works with the Resident Assistants to create community development efforts toward building a socially, culturally, and intellectually enriching living environment for the student residents at Ashoka University. The RAC's efforts as the coordinator of the RA Programme are tied towards building an inclusive residence hall community, to promote a transformative student experience and academic success through exemplary and innovative practices in residence life. The RAC supervises approximately 50-60 paraprofessional resident assistant staff teams comprising of Resident Assistants (RAs) and Resident Assistant Mentors (RAMs) in multiple capacities.

Role and Responsibilities:

Recruitment and Training of Resident Assistants/Resident Assistant Mentors

- End-to-end planning and execution of the hiring process for Resident Assistants; finalization of application forms, finalization of hiring calendar, constituting Interview panels and the shortlisting committee, etc.
- Getting the Resident Assistant Contract and Job Description updated at the beginning of every hiring cycle
- Development, planning, and implementation of Resident Assistantship Training module (Spring & Semester) in consultation with the Director, Office of Student Affairs and Associate

Director, Residence Life

- Serve as a resource for information concerning university life for Resident Assistants to lead ongoing training and mentoring efforts throughout the year

Supervision of Resident Assistants/Resident Assistant Mentors

- Facilitate leadership courses and training for RAs/RAMs, as well as other opportunities for teaching and facilitation
- Coach, mentor, and develop RAs/RAMs to become effective paraprofessional staff and student leaders
- Host weekly staff meetings to communicate upcoming events, discuss community concerns and facilitate professional development experiences related to furthering the goals of Residence Life at Ashoka
- Conduct one-on-one meetings with RAs/RAMs for their mentoring and professional development
- Ensure Resident Assistants are appropriately addressing and documenting behavioral issues and concerns on their floors
- Provide regular feedback regarding their job performance as RAs/RAMs
- Ensure that Resident Assistant duty procedures are followed
- Help and support RAs/RAMs to implement, enforce, and interpret University policies and procedures
- Assist and advise RAs/RAMs in matters related to challenges accompanying the role, academic support, crisis intervention, referral, programming, discipline, routine conflicts, personal development, and leadership opportunities
- Communicate, educate, and follow up with RAs/RAMs with respect to fulfilling all contractual obligations and facilitate responsible decision-making through weekly meetings
- Communicate and hold student RAs/RAMs accountable for job expectations as outlined by the Resident Assistant Contract and Job Description, and any additional expectations establishedby the Office of Student Affairs
- Maintain office hours and on-call coverage to provide assistance to RAs/RAMs as and when required
- Oversee all social media platforms and communications pertaining to the RA Programme. Ensure that all communication platforms and correspondences pertaining to the programare in tandem with the values of the University and pursue goals set out by the program

Student Leadership and Community Engagement

- Promote, supervise, and advise on student development-themed programming, community building, social and educational programs, and leadership development
- Support the programming and policy-making efforts of Resident Assistants to create a positive living environment and facilitate the development of students
- Create an inclusive community in the residence hall through educating and challenging RA staff, individual conversations with RAs/RAMs, and personal development in these core areas
- Ensure that the community-building efforts of the RA Programme are centered on the core values including but not limited to principles of civic responsibility, citizenship, empathy, respect, diversity, inclusion, self-care, health, and wellness. The RACs should work towards incorporating and supporting the mission, vision, and values set out by the University and Office of Student Affairs in the community engagement efforts of the program
- Maintain knowledge and educate yourself in areas of diversity, inclusion, equality, citizenship,civic responsibility, sustainability, and environmental justice
- Implement a variety of initiatives and activities that address the needs of students in a challenging as well as a diverse living environment
- Assess and evaluate community programming outcomes monthly. A more rigorous exercise to evaluate community programming outcomes should be taken prior to the Spring Semester training

Collaboration with other University Resources and Student Support Services (OAA, ACWB, OLS, OSL, etc.)

- Collaborate with student support services to ensure escalation of timely feedback in cases that require supervision as well as manage the overall experience and living environment of students that require special assistance
- Extend support to Offices such as the Office of Academic Affairs (OAA), Office of Learning Support (OLS), Ashoka Centre for Well-Being (ACWB), Office of Student Life (OSL), etc. insupporting and addressing the requirements of students with special needs

Crisis-Management

- Become familiar with and follow University and departmental guidelines regarding emergencies
- Respond to and follow up on emergency and management situations as needed
- Provide RAs/RAMs with thorough emergency response training as per the protocols and guidelines set by the University and concerned departments
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- Intervene, manage, and mediate roommate conflicts and collaborate with other student support services in matters that require supervision/handle conflicts unmanageable by RAs/RAMs
- Close coordination with Wardens which includes but is not limited to information relay to the Wardens, keeping them abreast of all key incident/duty reports filed by the RAs, sharing regular feedback regarding individual students who require support and regarding overall residence life experience of students with them

Administrative duties

- Communicate through duty reports, incident reports, and email notifications as needed
- Archival and documentation of all important aspects of the RA Programme throughout the year
- Manage budgets related to programming, submission of reimbursement and invoices
- Prepare an Annual Report of the Programme documenting key highlights

Note:

RAC is required to reside on campus/ Off campus Housing, especially during the duration of the Monsoon Semester, Spring Semester, and Summer Semester. The procedure for leave approval will be intandem with the guidelines issued by the HR department of the University. The Director, Office of Student Affairs and Associate Director, Residence Life may supplement this further with more information and guidelines

The information shared in this Job Description may be supplemented or modified by the Associate Director, Residence Life and Director, Office of Student Affairs as and when necessary.

Skill Sets
- Excellent communication skills, both verbal and written, with attention to detail.
- Should be a patient listener, approachable, and should have empathy to understand the problem & resolve it.
- Ability to prioritize tasks and meet deadlines.
- Team player with the ability to work, coordinate, cooperate, and collaborate
- Professional, organized, and courteous conduct (both with internal and external stakeholders)
- Willing to work on the weekends and holidays
- Flexible to last-minute changes in the assignment and given tasks due to operational requirements

Application Submission Process

Please submit an updated CV at Connect HR <connect.hr@ashoka.edu.in>, with the subject line –
<Job Name+Department Name_Applicant Name>.
Kindly ensure that the application includes the last compensation received, expected salary, and notice
period.

Only shortlisted candidates will be contacted.

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