
RESIDENT ASSISTANTS

Terms of Appointment

Resident Assistants (RAs) are graduate / senior undergraduate student leaders appointed by the College. The roles of RAs are to strengthen the support network for residents of the College, to look after the welfare and to enrich the residential life of the College residents.

A Role & Responsibilities of RAs

1. Community Development

- a) Assist in the development of community living
 - Help residents to settle in
 - Promote a socially and culturally enriching experience in the community
 - Promote a sense of belonging by encouraging residents to participate in and contribute to their community
- b) Assist in promoting an environment conducive to harmonious living and studying
 - Establish standards for behaviour in the residence (such as quiet hours, use of community space, etc.) and accountability for these standards
- c) Assist in maintaining a safe and secure residential environment within the College
- d) Regularly assess the needs of residents by engaging with them individually or in groups

2. Peer Counselling

Provide peer support to the residents

- a) Initiate conversations with residents who appear to be experiencing problems and offer assistance
- b) Encourage residents to talk to each other when they experience conflict with each other. Mediate between residents when they are unable to resolve conflicts without assistance. If the RA is unable to mediate an acceptable resolution, the RA will refer the matter to the neighbourhood Resident Fellow (RF)

Please sign at the bottom of every page.

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- c) Immediately respond to and report to the RF and Campus Security (where applicable) all emergencies and serious situations

3. Information and Resources

Provide residents with resource information and referrals

- a) Be aware of the common facilities and hardware problems in the College and work with the College Office and the Office of Housing Services to resolve these problems
- b) Be familiar with University and community resources. Refer residents to respective campus agencies, as appropriate
- c) Provide emergency contact numbers to residents (e.g. Duty RA phone, Campus Security, ambulance, police etc.)
- d) Refer any requests for comments from the media to the College Office

4. Policy Enforcement

Assist in enforcing University housing guidelines and refer misconduct to the appropriate authority

- a) Explain housing guidelines and policies to residents via meetings and individual contacts
- b) Report and document, when necessary, any inappropriate resident behaviour, to the relevant College personnel. Complete incident reports promptly and accurately.

5. Administrative Duties

- a) Be on duty and remain contactable by telephone, from 6 pm to 8.30 am as scheduled.

While on duty: RAs must respond to emergencies within 5 minutes.

When not on duty:

RAs must remain contactable by phone, text messaging and e-mail. The response time required is as follows:

- Recall to College – within 1 hour
- Routine matter reply to phone and/or text messaging – within 3 hours
- Routine matter reply to e-mails – within 24 hrs

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- b) Assist with the following:
 - Crisis Management
 - In-Room Verification Exercise
 - Fire Safety Training and Fire Drills
 - Neighbourhood Committee Elections
 - Neighbourhood Activities including Kitchen/Lounge Cleaning etc
 - c) Meet with the Resident Fellows (RFs) at least once a month to update, discuss issues/problems, plan activities or when notified.
 - d) Meet with the Neighbourhood Committee at least once a fortnight.
 - e) Meet with staff of the College as and when notified.
 - g) Assist in University and College events and duties as assigned (e.g. Open House, conference groups, College dinners, Master's teas, NGE welcome Tea).
 - h) Undertake other duties related to residential life, as assigned by the RFs or College.

6. Training

Attend the following training courses and events as prescribed by the College:

- a. Attend the following trainings on week 0 of semester 1
 - i. Mental Health Literacy and Helping Skills (MHLHS) by University Health Centre
 - ii. Internal Finance training by CAPT College Office
 - iii. Engagement session with Campus Life (Housing Services)
- b. NGE welcome Tea (one afternoon on week 0 in semester 1 and one afternoon on week -1 in semester 2).
- c. Student Leadership and Bonding Camp.
- d. To arrange First Aid Training by external vendors for at least 1 RAs per neighbourhood latest by end August.
- e. Any other additional training courses and programmes required by the College and/or the University.

7. Vacation duties

If the appointment extends to the vacation period (see Section B, Period of Appointment) vacation duties include the following:

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- Maintaining a safe and secure residential environment, responding to emergencies as and when required
 - Provide peer support to undergraduate residents, and direct them to relevant resources for help if needed
 - Assist in enforcing University housing guidelines
 - Review and update residents' handbook, SOPs, or assist in planning training or other events (e.g. formal dinner) related to residential life.

B Period of Appointment

The RA position is offered for one academic year (two semesters) subjected to satisfactory mid-term performance review by the RF and Director for Residential Life.

In addition, RAs may apply for an extended contract which covers the vacation period. There are 15 positions for the semester period and 10 positions for the vacation period.

- **Semester period: 15 July 2024, 12noon to 15 May 2025, 12noon**
- **Vacation period: 15 May 2024, 12noon to 15 July 2024, 12noon**

C Terms of Appointment

1. RAs are appointed by the Master. They report directly to their respective RF(s) and also work with the Director of Residential Life.
2. New RAs are employed on a probationary period during the first semester of appointment. The probationary period is a time for the RA to determine if the job adequately suits his (or her) needs and for the College to determine if the student can satisfactorily perform the stated job responsibilities.
3. The RA position is a live-in position, and RAs are expected to stay for the night in their room during their term of service. If the RA is not staying in for the night, the RA should apply for leave. [See Section G, Leave]
4. During the vacation, RAs will be allocated rooms on floors where there are undergraduate residents from the College.
5. RA will be provided with mobile phone allowances before the start of each semester/vacation. In the event where the RA ends his/her term prematurely, RA will need to return to the College any excess amount that was disbursed to the RA.
6. RAs are expected to remain in residence through the last day of his (or her) appointment. The RA needs to give the College at least three months' notice if he/she does not wish to continue in the next semester. If the notice period is lesser than three months, the RA will have to pay

hostel fees for the period that will lapse, or has already lapsed within the three-month notice period. The RA is not allowed to use any un-utilised leave to offset the notice period.

7. The College reserves the right to terminate the RA's appointment with immediate effect if he/she is deemed unable to fulfil his (or her) duties and responsibilities. Misconduct, abuse of the position, or serious breach of the terms of appointment may also lead to disciplinary action by the University.
8. Once a student is accepted as an RA of the College, he/she will no longer be eligible to apply to extend his/she stay at the College in the future under the CAPT Senior Programme.

D Expectations of RAs

RAs are role models, active community-builders and peer mentors for the other students in the College. RAs are expected to:

1. Demonstrate exemplary conduct as peer leaders and execute their duties and responsibilities in a mature, rational, consistent and fair manner.
2. Discharge their duties and responsibilities fully and up to the end of the term of service.
3. Adhere to the guidelines stipulated in the Housing Agreement.
4. Display a high level of honesty, integrity and trustworthiness.
5. Work closely with staff of the College to maintain a high standard of residential life in the residence.
6. Attend training programmes/workshops, College activities, and meetings convened by the College and its RFs.

E Ethical Behaviour and Data privacy

1. RAs should abide by the NUS Code of Student Conduct as reflected in <http://www.nus.edu.sg/osa/resources/code-of-student-conduct>
2. RAs should also be familiar and abide by the NUS PDPA Guidelines for students as shared in <https://nus.edu.sg/registrar/docs/info/administrative-policies-procedures/nus-student-dataprotection-policy-regn.pdf>
3. All information accessed during the RA's term of appointment should not, at any time during or after the termination of appointment, be used or disclosed to any third party.

Such information includes personal data and information of students, as well as all forms of electronic storage and communications available on campus.

F Benefits

During the term of service, a single, air-conditioned room is provided rent-free during the University semester and, where included in the contract, for part of the vacation period. The RAs will need to pay for their own meal plans.

G Leave of Duty

Personal Leave

1. RAs appointed from 15 July 2024 to 15 May 2025 are entitled to **15 days of personal leave** and RAs appointed from 15 May 2024 to 15 July 2024 are entitled to **3** additional days of personal leave. This is calculated based on approximately 1.5 days for each month of service.
2. All personal leave applications must be made in writing the respective RFs for approval at least 2 weeks before the commencement of the leave period. Upon approval, please also inform Director for Residential Life.

Official Leave

3. In addition to personal leave, RAs may take up to **20 days of official leave** per academic year (generally, 10 days per semester) for academic events, conferences, competitions and official College activities, as recognized by the University. All official leave requests should be supported by the relevant academic department (where applicable) and submitted to the respective RFs for approval at least one month before the start of leave period. Upon approval, please also inform Director for Residential Life.

Points to note:

- The leave period is inclusive of travelling time. In the event that the academic event / conference / competition / college trip is longer than 10 days, RA should apply for personal leave.
- RAs are allowed to apply for official leave up to a maximum of three times per academic year.
- The leave should only be utilized for activities organized/supported by NUS departments/faculties or CAPT. RAs who wish to attend other academic events/ conferences / competitions would have to utilize their personal leave.

Weekend Leave

4. Besides personal leave and official leave, RAs may go on weekend leave on a rotational basis as long as, within each neighbourhood, at least one RA is in residence for the weekend.
5. With point 4 above fulfilled, the RA(s) who is/are on weekend leave can leave the college starting from **Saturday 0700hrs** and must return to the college by **Sunday evening 1900h**.
6. RAs within the same neighbourhood shall discuss and confirm their rostered weekend leave in consultation with, and approved by their RFs.

Arrangements for cover while on leave

7. The RA is obliged to ensure that in his/her absence, arrangements have been made for his/her duties to be adequately covered within his/her neighbourhood and as duty RA.
8. While the College endeavours to facilitate the timing of leave to meet the RA's needs, it reserves the right not to approve leave during periods of intense work activity and those requiring special staffing assignments.

Acceptance

I accept the appointment as Resident Assistant under the terms and conditions as outlined above, which I have read and fully understand. I agree to abide by all these terms and conditions as well as all applicable University policies and procedures relevant to my appointment.

I also understand that any breach on my part of any of the terms and conditions of my duties and responsibilities will render me liable to possible disciplinary action and/or immediate termination of my appointment as Resident Assistant.

Signature: _____

Name: _____

Matriculation Number: _____

Date: _____