International House Graduate Assistant for Residential Services Job Description

The Graduate Assistant (GA) for Residential Services are in-residence professional staff who foster and honor the spirit of Loyola University Chicago’s Jesuit heritage as well as fostering a residential community comprised of diverse students from around the world. The GA for Residential Services are expected to frequently interact with the residents of International House and Student Living Assistants; therefore, they must have strong interpersonal skills and an ability to connect students to resources. The GA for Residential Services will play a major role in community leadership, the implementation of the resident-driven programming, upholding community living standards, and managing student concerns and crises.

Compensation:

- Single Occupancy Housing in International House provided as a half-studio or one bedroom apartment from July-June.
- Declining balance meal plan of $1,700 per semester. (July-December & January-June)
- Stipend of $14,000 per year.

Minimum Qualifications:

- Applicants must be graduate students during the 2015-2016 academic year.
- Applicants must be available for the more than just the academic year including most university breaks. This will be negotiated at the beginning of the year.
- Proven leadership and programming skills are required.
- Prior experience studying abroad during an academic year is preferred.
- Prior resident assistant or residence life experience is preferred.
- High level of maturity exhibited in sound judgment, emotional stability, flexibility, and willingness to accept responsibility.

Preferred Qualifications:

- Graduate students enrolled in the School of Education’s Higher Education program, International Higher Education program, or Cultural and Educational Policy Studies.
- Graduate Students considering a career in Higher Education within International Relations.

Essential Duties and Responsibilities

- Demonstrate and understanding of the International House by promoting cross-cultural learning by creating a community in which students live and interact with other students from different countries.
- Demonstrate social justice through cultural competence.
- Assist Director with supervision, training and evaluation of Student Living Assistants.
- Participate in the professional emergency crisis response system with Director.
- Manage maintenance of International House in cooperation with Lakeside Management.
- Provide support, assistance and referrals to International House residents regarding academic, housing, homesickness or other concerns.
- Maintain a weekly work schedule of 20 hours/week, including periodic weekend and evening commitments.
- Assist Director, Chicago Center Graduate Assistant and Global Initiatives Graduate Assistant with administrative functions for office.
- Provide conflict mediation, crisis intervention and appropriate follow-up meetings for residents in the International House.
- Other duties as assigned by International House, Chicago Center and Office of International Programs.
Any additional employment or time-intensive extracurricular activities must be balanced with the requirements of this position.

Specific Duties and Responsibilities

Time Commitment

- The GA for Residential Services is required to work an average of 20 in office hours per week, with additional hours required during on-peak times such as closing, opening and etc.
- The GA for Residential Services is expected and required to make every effort to be available to participate staff meetings and special events.
- The GA for Residential Services will participate in staff meetings with Director, Chicago Center Graduate Assistant and Global Initiatives Graduate Assistant once a month.
- The Ga for Residential Services will have monthly 1:1 professional development meetings with Director.
- The GA for Residential Services will hold weekly 1:1 meetings with Staff.
- The GA for Residential Services will hold weekly staff meetings with Staff with occasional attendance of Graduate Assistant for Global Initiatives, Chicago Center Graduate Assistant and Director.
- Directors and supervisors are to remember that Graduate Assistants are full-time students and part-time professionals-in-training. Time allowances for conference attendance, studying for exams, interviewing, etc. may be made provided the Supervisor approves the time off in advance.

Staff Training, Supervision and Development

- Supervise 3 Student Living Assistants who are undergraduate or graduate students.
- Participate in Residence Life training for professional staff starting mid-July.
- Coordinate additional training sessions relating to International Students for staff aside from Residence Life staff training.
- Facilitate an environment that is supportive, further enhancing the mission of the International House.

Duty Responsibility

- Serve in a 24-hour duty rotation with Director. The International House Director and GA for Residential Services will maintain duty schedule within the week. The GA for Residential Services will be on duty 5 nights per week. The director will be on duty for the 2 nights negotiated at the beginning of the semester. This can be split between 2 weeknights or 1 weeknight and 1 weekend night. The International House has a low volume of first respond calls, meaning an even lesser volume for second response calls. Additionally, the GA for Residential Services will be granted 1 weekend per month (Friday-Sunday) of no duty. The GA for Residential Services must maintain a 1 hour radius by car, not by public transportation and must remain completely sober during duty.
- Serve as a resource for Student Living Assistants on duty.
- Respond to all emergency and crisis situations and take leadership in managing situations when applicable.
- Provide support, feedback and follow up to students and Student Living Assistants during crisis situations.
- Be able to implement emergency procedures including contacting campus safety, and/or City of Chicago police and fire departments.

Administrative

- Assist with the daily functions of International House and Chicago Center.
- Maintain flexible office hours to provide access and involvement with students and staff. It is expected that the GA for Residential Services work some weekend and evenings.
• Demonstrate effective communication, planning and organizational skills as they relate to position responsibilities.
• Maintain an overall awareness of and attention to International House, Residents and all activity in International House.

**Student Developmental Functions**

**Student Conduct**

• Work with Director and other University staff to ensure proper administration of the International House policy and University policies and procedures.
• Serve as the conduct administrator for International House residents.
• Attend in services provided by the Office of Student Conflict and Conflict resolution throughout the semester.
• Manage International House cases in ADVOCATE
• Document any incidents occurring with residents in ADVOCATE
• Maintain relations with Office of Student Conduct and Conflict Resolution throughout the semester.

**Programming and Engagement**

• Supervise all student bulletin boards. These should be updated weekly with new information from online and flyers provided by Residence Life. One SLA per month will be responsible for 1st floor bulletin boards.
• Develop advertisements, invitations and online material for each program, activity and event put on by the International House.
• Work with Global Initiatives Graduate Assistant on International Education week events.
• Purchase materials needed for Student Living Assistants for their programming efforts including bulletin board materials and assist with development of floor themes.
• Supervise all social media outlets for International House run by SLA staff and Global Initiatives
• Plan once a month staff bonding opportunities for Residential Services team.
• Assist Chicago Center Graduate Assistant and Global Initiatives Graduate Assistant with End of Year celebrations.
• Develop an in hall council for residents for developing programming put on by other students.
• Create, develop and maintain all informational signs for International House.
• Work with on campus organizations and groups looking to host programming and events in the International House.

**Recruitment Efforts**

• Plan informational sessions in Damen Student Center in order to recruit domestic students and Student Living Assistants.
• Work to reserve tables and order different types of international food twice a month.
• Develop marketing materials regarding recruitment including flyers, lawn signs, and online promotional material.
• Develop and maintain partnerships with all International affiliated groups and on campus organizations for recruitment efforts.
• Attend at least one on campus activity per month related to International Students as a representative for the International House.
Residential Operations Functions

Assigning Process

- Create and maintain housing application each semester for interested students.
- Reply and respond to housing inquiries as appropriate.
- Develop assignments on a first come, first serve, and continuous basis as we offer a rolling application.
- Coordinate room switches as they become present.
- Coordinate arrival information packets including International House handbook, International House Appliance handbook, Student Housing Agreement and etc.
- Coordinate keys according to room assignments before arrival day.
- Organize donation rooms at the end of each semester. This includes sorting through material and locating local venues where we can donate the items to.

International House Facilities

- Report all facility issues including maintenance and custodial request with Lakeside management.
- Work with Student Living Assistants to provide follow up for all facility issues.
- Coordinate once a month with Lakeside Management regarding “deep kitchen clean”.
- Once a week, preform one building wide round to identify facility issues. This includes checking back doors, making sure appliances in kitchen are in working condition as well as laundry facilities.
- Coordinate with Lakeside management for the removal and placement of A/C units in the fall and spring semesters.
- Coordinate, develop and plan health and safety inspections on a monthly basis. This also includes providing appropriate follow up within a week of failing rooms, and managing excel spreadsheets with health and safety information.
- Continually develop and maintain vital operation functions such as emergency protocol information for each room, handbook on International House appliance handbook informing students how to use shower, air conditioning, heat, internet, lighting, microwaves, toilets, kitchen appliances and etc.
- Develop and continually update “what not to have” list according to International Handbook policy and Loyola University Chicago policy.
- Manage and maintain International House forms on LUC Box system.