



H.R.E.C. Community Support Assistants

Position Description

Non-Discrimination Statement

Neither the University nor the Union shall discriminate against an employee because of race, sex, age, color, national origin, religion, genetic information, physical or mental disability (including learning disabilities, intellectual disabilities, neurodivergency, past/present history of mental disorder), gender identity or expression, marital or parental status, sexual orientation, transgender status, veteran status, socioeconomic status and/or background, first-generation student status, ethnicity, caste, indigenous status, citizenship, immigration or visa status, ancestry, or any other legally protected status and membership or non-membership in any labor union. Discrimination includes failing to provide reasonable accommodation, consistent with state and federal law, to persons with disabilities.

Overview

The Community Support Assistant (CSA) will serve as a critical link in creating an environment in which students develop independence and learn to live cooperatively with others. Individuals who are most successful in this role are able to relate well to others, navigate critical incidents and conflicts adeptly, and handle administrative responsibilities in a timely manner. The CSA will promote resident safety and encourage residents to follow the University and housing policies, help educate residents on the community impact of their actions and decisions and create a safe and inclusive environment through assisting residents in navigating resources and accessing campus supports.

Job Description

CSAs are expected to work approximately 20 hours per week performing a mix of duty hours, including on-call response at a frequency determined by the team schedule, and required weekly/monthly meetings. The Community Support Assistant's core responsibilities are listed below; however, the execution of these responsibilities may vary based on location of placement. Responsibilities include:

- Serve as a role model and positive representative of the Housing & Residential Experience Center.
- Develop a sense of belonging and well-being among residents through creating a supportive, inclusionary, and safety minded environment.
- Know, communicate, and enforce WPI and residence hall policies and regulations fairly and consistently while displaying good judgment.
- Participate in start of the year programming for residential students including New Student Orientation events.
- Serve in-person duty on assigned days. On weekdays this consists of staffing a central location (building office) from 9pm to midnight and providing on-call duty coverage to the area from 12am-8:00am. On weekends, the position provides staffing at a central location (building office) from 9pm to midnight and on-call duty coverage from 12am until 9pm.



- Complete active duty rounds of duty buildings/areas when on duty shift. Some areas will require outdoor/walking active duty rounds. Duty rounds should be conducted at 9pm and 12am for weekday shifts (Sunday-Thursday) and 9pm, 11pm, and 2am for weekend shifts (Friday & Saturday).
- Attend and participate in duty shift transfer meetings (15-minute shift overlap - transfer phone and provide shift update and case transfers if needed).
- Respond in-person to area situations requiring immediate response including, but not limited to, students in distress, facilities issues, coordination of Campus Police and EMS services, etc.
- Document and report resident incidents, in accordance with protocols established by HREC, to appropriate supervisory staff and in accordance with on-call structure; complete detailed incident reports, as necessary.
- Coordinate with Community Director overseeing the position, in collaboration with Assistant Director of Residential Experience, to determine follow-up planning and implementation of educational outreach efforts.
- Assist students in connecting with appropriate resources and support services, as needed.
- Address student needs within the community by working in collaboration with Residential Mentors and Community Development Mentors.
- Take initiative and think critically and creatively to solve problems and to make decisions aligned with HREC policies and procedures.
- Submit work orders on resident's behalf and follow up with them to ensure work order completion.
- Complete health and safety checks each term in collaboration with your Community Director.
- Submit CARE reports for students who may be experiencing challenges or need outreach from campus resources.
- Fulfill HREC departmental responsibilities and duties as assigned, which are including, but not limited to:
 - Attending regular group and individual meetings with supervisors.
 - Participating in move-in days, opening, & closing operations.
 - Attending all required trainings and department-wide events.
- CSAs are expected to be in their residence hall when classes are in session. Based on the above expectations of the role staff should not sleep outside of their residence hall more than 3 nights per week. If more time is needed, staff should work with their supervisor.
- Other duties and responsibilities as assigned.

Application Requirements

- Full-time undergraduate or graduate enrollment at Worcester Polytechnic Institute.
- Good conduct standing with the Dean of Students Office, Equal Opportunity & Outreach Department, and Housing & Residential Experience Center.
- Good academic standing.
- Required to live on campus in an assigned single room, possibly within a suite or apartment.



- This position is for one academic year with the opportunity for reappointment following a performance evaluation.

If you anticipate a need for any accessibility-related accommodations or auxiliary aids to attend or participate in the application and hiring process, please contact the Office of Accessibility Services. We ask that you provide at least 3-5 days of advanced notice regarding your equal access needs.

Compensation

Housing Waiver: Full Housing Waiver (Single)

Meal Plan: The 19 Meal Plan (100% waiver)

Yearly Stipend: \$100