
ROLES & RESPONSIBILITIES OF RESIDENT ADVISORS

Roles

Resident Advisors are full time Academic or Executive & Professional staff appointed to live in student residences. Resident Advisors work very closely with the staff of Residential Life (OSA), the Residence Office, student Resident Assistants and Cluster Leaders/Floor Leaders to enhance the residential life experience of our students on campus. They serve as mentors, advisors, and resource persons to the residents. They also play a key role as community builders, incident commanders, and Care Members of the residences.

Responsibilities

(1) Administration

Resident Advisors work in coordination with OSA and the Residence Office on matters pertaining to the administration of the residences, and any problems associated with the residences and its facilities. These include:

- (i) Assisting with the Room Verification Exercise once a semester and whenever necessary to verify the *bona fide* status of the student residents.
- (ii) Working in partnership with the Residence Office to resolve hardware problems in the residences.
- (iii) Managing crisis viz:
 - Assisting with crisis cases/incidents such as students in distress, students at risks, disease epidemics, and student conflicts in the residences.
 - Acting as the Incident Commander or Care Member depending on the situation.
 - Managing a reporting system with the student Resident Assistants and Cluster/Floor Leaders to ensure that students in difficulties or medical conditions are rendered assistance and care.

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- (iv) Assisting in the recruitment selection of student Resident Assistants and Cluster/Floor Leaders.
- (v) Overseeing student Resident Assistants and Cluster/Floor Leaders. This includes:
- briefing, advising and counseling such appointment holders on job expectations and performances.
 - evaluating job performances and providing recommendations for re-appointment/termination of appointments
 - conducting regular meetings to plan activities, gather feedback and address issues.
- (2) Residential Life
- Resident Advisors work with student Resident Assistants, Cluster/Floor Leaders and OSA to facilitate the settling in of new residents, ensure residential life standards and discipline, oversee students' welfare, and promote an active residential life. These include:
- (i) Working with the Resident Assistants and Cluster/Floor Leaders in planning and organizing orientation and briefing sessions for new residents, and activities to promote interaction among residents.
- (ii) Advising and guiding Resident Assistants and Cluster/Floor Leaders in the organization of residential activities, and ensure their proposed activities have clear purpose, educational value, and be appropriate to the NUS context.
- (iii) Ensuring that their activities and publicity materials communicate the objective, value and nature of the activity planned clearly, and all activities or publicity materials must go through the Resident Advisors, including the presentation of publicity materials.
- (iv) Providing counseling and referral services for academic and personal needs of residents.
- (v) Briefing residents on safety measures, housing guidelines and disciplinary matters.
- (vi) Handling minor breaches of housing guidelines within the residence.
- (vii) Hosting block teas/suppers and maintaining contacts with residents to establish rapport with the residents.

Terms of Appointment

Resident Advisors are appointed by the Dean of Students, Office of Student Affairs.

A Resident Advisor is appointed initially for a one-year term. He/she may be re-appointed for another three 2-year terms (total: 7 years) subject to satisfactory discharge of responsibilities and upon recommendation of the Head of Residential Life (OSA).

Barring exceptional circumstances, an advance three-month notice for termination of /resignation from the appointment should be provided.

Expectations of Resident Advisors

The following are expected of Resident Advisors:

- (i) Maintain full time residence in the residences throughout their term of service, unless on overseas leave, or under extenuating circumstances as approved by the Dean of Students. (Note: Those going on sabbatical or no pay leave, or part-time scheme may be required to relinquish the resident staff role.)
- (ii) Ability to work as a team with the Residential Life (OSA) and other RADs to maintain a high standard of residential life in the residences.
- (iii) A high level of honesty, integrity and commitment to make a difference to the life of students.
- (iv) Good leadership and role model conduct, and the ability to execute duties and responsibilities in a matured, rational, consistent and fair manner.
- (v) Discharge their duties and responsibilities fully and up to the end of their term of service (with the exception of extenuating circumstances).
- (vi) Initiative to familiarize themselves with the various resources available on campus so as to provide the best support to residents.
- (vii) Prompt response to emergencies and crisis cases in the residences.
- (viii) Attendance at mandatory residential training workshops, key student activities, management meetings convened by OSA and Hall Master, including disciplinary inquiries (where applicable).

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- (ix) Comply with Office of Housing Services (OHS) House Rules as well as Occupancy Terms and Conditions.

Recognition of Service/Incentives

In recognition of his/her services rendered, a Resident Advisor is provided with a fully furnished and air-conditioned two or three-bedroom apartment in the residence. The charges for basic telephone services (excluding usage) are borne by the management office, and utilities usage is free as long as it does not exceed a predetermined level. Pending the Resident Advisor's performance as assessed by the Head of Residential Life and the Dean of Students, an annual performance bonus may be recommended and awarded.

Application for Leave

Resident Advisors are entitled to such leave as provided by the University. Application for leave is through the Resident Advisor's affiliated Faculty or Department, with the condition that OSA is informed at least two weeks before the commencement of the leave period for the purpose of planning duty coverage. For longer period of leave (e.g. sabbatical leave), the Resident Advisor is expected to work out the period of leave and duty coverage with the Dean of Students before embarking on the application.