
TERMS OF APPOINTMENT PGPR CLUSTER LEADERS

Cluster Leaders (CLs) are student residential leaders residing in Prince George's Park Residences (PGPR) and they work with the Resident Advisors and Resident Assistants to look after the welfare of the residents within their cluster. They are the key communicators for their cluster and are an important part of the student care support network.

Roles and Responsibilities of Cluster Leader

1. Reside in PGPR from 4 August 2019 and to participate in welcome activities for new residents. Selected CLs will be recruited as CL Ambassadors and assist with onboarding activities for new residents from Week -2.
2. Promote community living within the cluster through –
 - a. Introducing new residents to residential living and support services at PGPR, upon their arrival and during their transition to campus life;
 - b. Brief residents on the use and care of common facilities at Kitchen and Wash room;
 - c. Brief and remind residents on housing rules and compliance;
 - d. Planning and execution of activities throughout the semester that promote social interaction, relationship building and a strong floor and block identity; Organise activities for Cluster/Block at least 3 times a semester. Submit the proposed programmes and activities to his/her Resident Advisor for approval by end of week 1.
3. Work with Resident Assistants and other CLs in the block and residence to reach out to residents and to create a memorable residential experience for residents through social activities, sports, community service, wellness and personal effectiveness programmes.
4. Meet residents in the cluster regularly and promote a harmonious living and studying environment within the cluster.
5. Maintain a safe and secure cluster environment. Reports suspicious activity or any breach of housing guidelines to Resident Assistants and Resident Advisors.
6. Serve as Fire Warden for the cluster during fire drills and actual fire breakouts.
7. Organizes weekly mail collection within the cluster. Responsible for signing out and returning of cluster mailbox key to PGPR Management office before the end of CL appointment.
8. Undertakes other duties as assigned by Resident Advisors and Office of Student Affairs.

Meetings and Trainings

1. Meet Resident Assistants and Resident Advisors at least once a month.
2. Attend briefings, meetings and trainings organised by Resident Advisors and Office of Student Affairs. The list of mandatory trainings for AY19/20 are as follows –
 - **Mass CL Training and Induction** (Sem 1) – 4 Aug 2019 (9am to 5pm)
 - **UCS Training on Pastoral Peer Support** – 17 and 24 Aug 2019 (to choose one 4-hour session from one of these 2 days)
 - **Mass CL Refresher Training** (Sem 2) – 12 Jan 2020 (9am to 3pm)

Terms of Appointment

1. The cluster leader appointment is for Academic Year 2019/20 only.
2. Continued appointment in Sem 2 AY2019/20 and recommendations for re-appointment in AY2020/21 are subject to satisfactory discharge of responsibilities during the appointment period, recommendations from RAs/RADs and OSA Residential Life needs.
3. OSA Residential Life reserves the right to terminate the appointment at any point where the cluster leader is not performing at a level that is expected of him/her.

Ethical Behaviour and Data Security

1. Cluster Leaders should abide by the NUS Code of Student Conduct as reflected on <http://nus.edu.sg/osa/resources/code-of-student-conduct>
2. Cluster Leaders should abide by the NUS PDPA Guidelines for students as shared in <http://nus.edu.sg/registrar/info/info/NUS-Student-Data-Protection-Policy-Regn.pdf>, when planning and executing programmes for the residence.
3. All information accessed during the CL's term of appointment should not, at any time during or after the termination of appointment, be used or disclosed to any third party.
4. Such information includes personal data and information of students, as well as all forms of electronic storage and communications available on campus.

Benefit

1. Appointed cluster leaders will be awarded up to 20% rebates on their hostel fees at the end of each semester upon satisfactory performance review by the Resident Advisors.
2. CLs who are selected as CL Ambassadors (Weeks -2 and -1) will receive fully paid accommodation (Type C room) for the new residents' onboarding programme.

Disciplinary Matters & Termination of Appointment

1. OSA reserves the right to terminate the CL's term of appointment should any arising circumstances incapacitate the CL from fulfilling his/her duties and responsibilities for a reasonable length of time, or affect the standard of residential life.
2. Failure to fulfill the terms of appointment as a CL will subject the CL to disciplinary action which may result in the following:
 - a) Immediate termination of the appointment,
 - b) Nullification of previous record as a CL, and
 - c) Ineligible for rebates for part or whole of the hostel fee for the period of appointment as CL.
3. Should a CL be found to have violated any of the NUS policies and guidelines, the CL may be subjected to a disciplinary inquiry. If a CL is found to have committed any housing offences listed under the Demerit Point Structure, the CL will be subjected to double the number of points listed for each violation/offence under the Demerit Point Structure.
4. This appointment will lapse immediately in the event where a CL is no longer a full-time NUS student or is no longer staying in PGPR.

Agreement

I have accepted the appointment as Cluster Leader under the terms and conditions as outlined above which I have read and fully understood. 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 Cluster Leader.

(Signature)

Name: _____

Matriculation Number: _____

Date: _____

FAQs

1. How do I get my rebate?

You would typically get your rebate at the end of the Semester. Depending on your student classification type, the rebate will be paid out either via GIRO transfer, cash payment or rebate against future hostel fees.

Our Resident Assistants and Resident Advisors will guide you on this and help assess your performance.

2. Would Cluster Leader duties take up a lot of time?

The tasks within your duties are relatively short. Admittedly, they can be mundane at times.

But hey!, being the cool dude or babe of your floor could give a big boost to your social life (and likes!), by helping your mini-community with the small things that make a big deal.

3. What other benefits do I gain from taking up the Cluster Leader position?

As tangible benefits go, up to 20% rebate of the hostel fee is all we can offer. However, there are intangible benefits as well.

For a start, as much as 30% of our student leaders' cohort at the Residences (i.e. Resident Assistants) were recruited from our pool of talented Cluster Leaders.

These former Cluster Leaders had observed and familiarized themselves well with the mechanics of building a safe and conducive community within their sphere of influence. It's a matter of time before they developed their leadership and life-skills and naturally took the plunge to serve the wider community. (For more information on being a Resident Assistant (RA), have a chat with the RAs in your Residence).

4. How about the guaranteed placement for two Semesters at PGPR?

In case you are confused by the recruitment drive, the period that we are referring to is restricted to Academic Year 2019/20 only. Residents generally do not have the choice of staying put in the same room throughout their entire stay in PGPR. From time-to-time, a resident is required to move to a different room at the turn of a new Semester.

However, for a Cluster Leader, we are prepared to allow you to stay put in a room throughout your entire stay where possible, provided you are still holding on to the position of a Cluster Leader. Since we prefer to hire Cluster leaders who can serve for the entire Academic Year, this would mean at least two Semesters of you staying in the same room until you vacate your CL role.

5. What if I don't perform my tasks well?

This is a tough one and we always hope that it will never come to this. But in the rare exception that it does, we may have to remove or reduce the rebate entitlement.

We'd like to reward all our student leaders in one way or another, and hate the idea of anyone being left out. If you have doubts about fulfilling the duties or have competing commitments, don't jump into this. Let's just be friends, OK? :)