



University Apartments Residence Life (UARL) Community Peer Job Description

I. BASIC FUNCTION

Community Peers work with members of the University Apartments community to identify and resolve conflict and to provide for members' involvement in and ownership of the community. Community Peers are members of the University Apartments Residence Life (UARL) staff. Community Peers work with the UARL Community Directors and UARL staff to provide programs and services to residents of University Apartments.

II. RESPONSIBILITIES

Community Peers are primarily responsible for providing social programs and educational initiatives for residents, assisting with the orientation of new residents, providing resource information, responding to emergencies, neighbor disputes, etc. (Community Peers are on-call for a week at a time [evenings and weekends], once every 5-7 weeks.)

III. CHARACTERISTIC DUTIES

A. PROBLEM RESOLUTION AND CONFLICT MANAGEMENT

1. Assist in developing a sense of "community" among University Apartments residents
2. Assist the Community Director in assessing resident problems and strategizing the appropriate response level and interventions
3. Verify noise situations; testify in judicial hearings if needed
4. Assist the Community Director in conducting interventions, mediations and confrontations of serious problems
5. Follow-up on Assistance Line log of calls as appropriate
6. Log, track, and report cases to appropriate staff
7. Assist the Community Director in managing individual and neighborhood crises
8. Maintain appropriate communication channels with MSU Police and Housing staff
9. Maintain records of all activities, document events, incidents and actions, handle all correspondence, filing, and other administrative responsibilities

B. ASSISTANCE LINE

1. Be part of an Assistance Line duty schedule, in conjunction with other Community Peers. The assistance line is staffed from 5:00 p.m. – 8 a.m. on weekdays, and on weekends from 5 p.m. Friday until 8 a.m. the following Monday. You would be on call approximately once every five to seven weeks. **When on duty, you must remain on campus and be within a 10-minute response time**
2. Aid Assistance Line callers with pertinent information and resources; provide students and staff with information regarding academic, campus, and University policies and procedures
3. Be available to respond to requests for information and assistance as required by Supervisor
4. Provide appropriate emergency and immediate interventions as necessary
5. Maintain records of all phone calls, document events, incidents and actions, and other administrative responsibilities

C. ORIENTATION, EDUCATIONAL AND SOCIAL INITIATIVES

1. Conceptualize, organize, implement, and evaluate orientation, educational and community development initiatives in University Apartments

2. Maintain records of all initiatives, log events onto appropriate forms/web sites, coordinate marketing efforts, and complete other administrative responsibilities as assigned

E. INFORMATION RESOURCE AND REFERRAL

1. Be aware of pertinent information and resources; provide students and staff with information regarding academic, campus, and University policies and procedures
2. Be available to respond to requests for information and assistance as required by Supervisor
3. Maintain a consistent interest in and concern for the welfare of residents

F. STAFF RESPONSIBILITIES

1. Meaningfully participate in staff meetings
2. Participate in the selection and training of new UARL staff as assigned
3. Meet with team partners regularly to develop and implement educational and social activities
4. Keep supervisor informed of problems/concerns and updates regarding program initiatives
5. Submit program information and complete administrative tasks by posted deadlines
6. Attend UARL all-staff weekly meetings, one-on-one meetings with supervisor, and other required training programs as directed. Spring, 2009 UARL staff meetings are scheduled on Wednesday afternoons from 4:00-6:00 p.m. This time will vary semester to semester.

G. OTHER DUTIES

1. Carry out responsibilities and other duties as needed and assigned, for example administration of surveys, committee assignments, assisting with special programs, contributions to the UARL web site, and information dispersal
2. Represent UARL as assigned; serve as liaison to specific offices and agencies as assigned
3. Collaborate with UARL staff to address UA problems, services, etc.

H. SUMMER PROGRAMS

1. Community Peers are in charge of conceptualizing and implementing recreational and social programs in University Apartments during the months of May- August. The successful candidate must have some availability during the day, Monday-Friday throughout the summer.

IV. SUPERVISION RECEIVED

Community Peers report to and are supervised by the Assistant Community Directors. Community Peers are expected to keep their supervisor(s) regularly informed of activities and issues. Regular frequent verbal contact is expected. Weekly written reports and other reports concerning specific situations may be required. Periodic evaluation is conducted throughout the year.

V. CONDITIONS OF EMPLOYMENT

PREFERRED: MSU Students enrolled in a Master's degree-granting program who have: experience in problem resolution and conflict management; good administrative and leadership skills; an interest in working with persons from diverse backgrounds and of all ages; proficiency using Microsoft Office.

REQUIRED: MSU Students enrolled in a Master's degree-granting program. Candidates **must** access to a vehicle at all times (will need to register car on campus); ability to clear schedule for first 2 weeks in June for purposes of training, experience working with diverse populations; excellent communication and cross-cultural skills; and programming experience.

Successful Community Peers possess integrity, creativity, maturity, energy, sensitivity, a sense of humor, and a commitment to diversity and to building community. Community Peers must live in a designated apartment of University Apartments while holding the position, and must vacate this apartment upon leaving the position. Community Peers work an average of 15 hours per week.

VI. REMUNERATION

Community Peers are compensated with a two-bedroom, air-conditioned apartment in University Apartments at Michigan State University. Appointments are for one (1) year. Renewal of the contract is based on job performance.

Community Peers must pay for the parking permit for their apartment complex, however, UARL will provide the additional required pass.