THE BOTTOM LINE

DO YOUR JOB
WORK HARD
HAVE FUN

HOW TO DO YOUR JOB
(STAFF EXPECTATIONS)

• You are a role model, so act accordingly. Remember, you are an R.A. 24 – 7.
• Be honest.
• Manage conflict ethically and professionally.
• Support the staff team.
• Know all of your residents well.
• Be a resource to your residents. Help them out, and if you don’t know an answer, find it out and get back to them.
• Help keep President Hall clean. When you see trash, pick it up.
• Ask questions (your supervisor certainly will!).
• Don’t carry keys for any longer than you need to, and DO NOT LOSE THEM.
• Maintain confidentiality to the greatest extent possible.
• When you plan to document a situation in an incident report, be forthright with that information to the residents.

DUTY
• When on duty, you have four purposes:
  - monitor the safety and security of the building, along with night security
  - assist with crisis intervention
  - address behavior that is not conducive to the community (document!)
  - spend time with your residents
• Be near a phone, and able to respond within minutes.
• Make duty switches on the calendar in the office (in pencil)
• Never drink alcohol the day you are on duty.
• Finish duty paperwork and responsibilities appropriately and thoroughly. Fill out duty log in office.

ADMINISTRATIVE
• Paperwork should be timely, accurate, thorough, and neat. Paperwork, however mundane, is important and deserves priority.

STAFF MEETINGS
• Be on time! Staff meetings are mandatory.

OFFICE USE
• You have keys to get in and out of the office. Feel free to use what you need, but return it and be respectful