Rutgers Residence Life
Hall Director Job Description

Position Overview:
The graduate Hall Director (HD) reports to the Residence Life Coordinator for a specific campus/area and is responsible for the day to day operations, services and activities of a residence hall housing between 180 and 500 undergraduate students. The graduate Hall Director's main responsibilities are to understand and analyze the climate in the residence hall, identify the issues and respond to all situations. In addition, the graduate Hall Director will supervise the undergraduate staff and develop a team which will implement all of the activities, programs and services needed to create an inclusive community that reflects the mission and goals of Residence Life. The HD will advise Hall Government / Building Governing Boards.

The graduate Hall Director will work in conjunction with the Residence Life Coordinator, the Assistant Director for Residence Life and other Hall Directors in supporting the campus identity and participating in the formation and implementation of campus goals and activities. The HD must act as a role model to students through the support and communication of the Residence Life goals and through positive, acceptable personal behavior.

Graduate Hall Directors are an integral part of Residence Life and as such there are significant time commitments required of the position. Due to the unique nature of the position graduate Hall Director work cannot easily be translated into hours worked per day or week. The graduate Hall Director job requires both regularly scheduled responsibilities and times at which HDs are available and accessible to building residents and staff with many of these hours being at unconventional times. On average, HDs should expect to work 30 hours per week, leave campus no more than one weekend a month, share in campus duty coverage that includes all breaks, and have all Fridays from 9 AM to 12 PM available for Departmental/ Campus meetings and trainings. Hall Directors may not have any “fulltime” commitments (e.g., student teaching, internships, and lab assistantships) and must limit outside (non classroom) commitments to less than 20 hours a week. The Graduate Hall Director position is a 10 month position beginning August 1st through May 31st. Training for the Hall Director position will include at least 2 weeks in August prior to the RA staff arrival and a week in January (prior to spring semester classes starting).

Summary of Position Responsibilities

Student Development Responsibilities
Graduate Hall Directors are responsible for facilitating a positive community in the residence hall. In order to create this community the HD must develop individual relationships with students, implement the departmental community initiatives and foster an environment that values respect for others and celebrates the differences each person brings to the community. HDs will facilitate the community initiatives through having meaningful individual interactions with residents, implementing floor and building programs to meet the initiatives goals, conducting building meetings, and supporting student leadership.
Community Development
- Encourage understanding and acceptance and promote positive inclusive communities.
- Implement departmental and campus community initiative plans.
- Regularly assess the individual floor/unit and building wide communities.
- Develop action plans for each community within the building to respond to community issues and to continue the development of positive, inclusive communities.
- Develop a unified approach to the development of a building identity
- Facilitate the creation of community standards on each floor/wing and throughout the building.
- Advise/oversee special interest programs for the building as it relates to the campus community development plan.
- Advise the building Hall Government.
  - Identify and Recruit student leaders/members.
  - Implement hall elections.
  - Provide support for the executive board.
  - Meet individually with the hall president weekly.
  - Meet with other executive officers once per month.
  - Attend all hall government meetings.
  - Attend all programs.
  - Oversee hall government budget.
  - Participate in training for advisors and leaders.

Programming
- The HD will develop a programming plan for the hall under the supervision of the RLC and with assistance of the hall/apt staff. As the team leader of the hall/apt staff, the GHDHD is responsible to fulfill the goals of the programming plan through the implementation of all floor and hall programs.
- Organize at least one building-wide program per semester intended to foster a hall identity

Building Relationships
- Be an active member in the building community.
- Actively build relationships with students in the building by conducting social rounds on a consistent basis.
- Be available, visible and accessible to residents.
- Assist residents in their development as students and individuals
- Serve as a resource for questions and concerns.

Staff Supervision Responsibilities
Graduate Hall Directors are responsible for the supervision of undergraduate staff members. The HD is expected to create a work environment that challenges the student staff to strive for self-development, achieve the goals of their positions and function as a cohesive positive team in the residence hall. The HD will also provide support to student staff in terms of achieving academic goals.
Develop Relationships
- Incorporate the Residence Life mission and goals into the operation of the building staff.
- Be regularly and consistently available to the undergraduate staff members.
- Serve as a resource and provide guidance to staff.
- Actively build a cohesive staff unit, by creating and implementing staff team building activities which foster an atmosphere of support and respect.
- Participate in the training and development of the undergraduate staff.
- Oversee and address the performance of the Community Assistant staff with-in the building (if applicable) and communicate issues with CAP supervisors.
- Facilitate the building of relationships between RAs and Community Assistants; by providing team building and socializing opportunities
- Take ownership and pride in the building staff and community and opportunities for the staffs to interact.

Communication
- Hold weekly building staff meetings, which disseminate information, provide planning for upcoming events, process building situations, and develop the staff team.
- Conduct supervisory meetings with each staff member to gather information about students, provide feedback to the staff about job performance, assist in the staff’s self-development, and provide support to the staff member.
- Monitor and respond to all written duty log information, follow-up on any concerns with staff.
- Respond to all calls/messages from staff within 24 hours.

Evaluation
- Identify and inform staff of all job expectations.
- Hold staff accountable to expectations and follow the procedures defined by the department when responding to unmet expectations.
- Assist the staff members in creating clear achievable personal goals.
- Informally and formally evaluate each staff member in the process identified by the department’s Performance Improvement Plan (PIP).

Problem Solving Responsibilities
To achieve the goals of Residence Life, a Graduate Hall Director must approach all situations in an educational manner showing care and respect for all students. The role of the HD in responding to student concerns and crisis is to resolve all situations in a calm and effective manner, by critically evaluating the situation and providing support to both the students and staff involved. Due to the private nature of crisis situations, staff must maintain strict confidentiality with student information.

Policy Enforcement
- Understand and uphold all University and residence hall rules, regulations and policies.
- Respond to and meet with each student involved with violations of residence hall policies within 3-5 days of the incident.
- Facilitate the referral of all violations of the University Code of Conduct, including all alcohol violations, to the Residence Life Coordinator within 24 to 48 hours.
- Approach students from an educational and community-building perspective when interacting in response to a policy violation or crisis situation.
- Make appropriate referrals to the Residence Life Coordinator, when needed.

**Conflict Resolution**
- In conjunction with the RAAs/AAs, develop an atmosphere in which students have concern and respect for the rights of others.
- Support RAAs/AAs in their mediation efforts with roommate and floor/unit conflicts.
- Mediate all conflicts not resolved by undergraduate staff or as directed by supervisor.
- Continue to monitor and follow up on student relationships after conflicts have been resolved.

**Crisis Response**
- Accompany residents to the hospital for medical emergencies, including but not limited to illness and intoxication.
- Escalate necessary situations to appropriate supervisor(s) immediately.
- Complete necessary paperwork involved in documenting the crisis.
- Follow-up with residents and staff regarding any crisis situation.

**Duty**
- Participate in Residence Life Graduate Staff Campus Duty, throughout the academic year including all identified breaks (Thanksgiving, Winter, and Spring breaks).
- Assist in staffing and response to planned and unplanned University programs, athletic and world events.
- Schedule and supervise the RA/AA building duty. Provide schedule to appropriate support staff at the time required.
- Monitor the Community Assistant attendance to desk duty.

**Administrative Responsibilities**
Graduate Hall Directors have administrative responsibilities to monitor the facilities of the building, work in cooperation with the Housing staff and serve as a member of the Residence Life Department. HDs must act professionally, work cooperative and support the mission and goals of Residence Life. In working to meet these expectations, the HD must have a strong investment in their community and take ownership of the building(s) the/she supervises.

**Facility Oversight**
- Track all building facility issues, both inside and in the surrounding exterior of the building.
- Follow-up within departmental procedures to all maintenance and Housing concerns.
- Perform building facility review rounds each week.
• Encourage resident and staff interaction with Housing staff.
• Be responsible for the key distribution during opening periods as directed by Housing and the Residence Life Coordinator.
• Identify, with student input, future renovation projects for the building.
• Be knowledgeable in the room change process and able to make the appropriate referrals.
• Complete Occupancy reports, follow-up with all non-registered, non-immunized students as directed.
• Help facilitate the community and staff response to vandalism.

Departmental
• Attend all Departmental and Campus meetings.
• Attend weekly staff meetings with Residence Life Coordinator.
• Attend weekly individual supervision meeting with Residence Life Coordinator.
• Administer Hall Programming budget.
• Complete all requests for information and reports in a timely fashion.
• Check mailbox daily.
• Check and respond to email daily.

July 2009