



University Human Resources

Student Staff Job Description

Section 1: Identifying Information

Position Title: Community Coordinator	Date Prepared: October 2022
Department: Office of Residential Life	Job Family: Student Services
Position Reports to: Area Coordinator of Residential Life	Grade: Student Wages (stipend)

Section 2: Position Purpose

The Office of Residential Life strives to create a meaningful, holistic residential experience where students collaborate to foster a shared sense of belonging to the Brown community, practice and expand what they are learning in their course of study, are supported in the development of healthy practices, and cultivate connections with their fellow students. Our priorities are to foster inclusive communities, promote health and wellbeing, advance growth and development, and demonstrate operational excellence.

The CC serves as a role model and a leader among peers, creating a vibrant, engaging, and respectful residential community as an essential component of students' educational experience. The CC's role is to foster residential environments that promote students' holistic wellbeing -- socially, physically, emotionally, and intellectually. The CC helps residential students establish strong social networks and connect with appropriate resources at Brown. CCs are required to actively engage in their role, be open to personal development through supervisory coaching, practice good time management, demonstrate self-discipline and control, possess a keen ability to identify community concerns and areas for improvement, bring a solution-oriented mindset when facing obstacles, have detailed knowledge of campus resources, and practice effective interpersonal communication.

Section 3: Major Responsibilities

1. Major Responsibility: Build Relationships and Inclusive Community (30%)

The CC will foster a residential community where students are individually known, feel welcomed, involved, empowered, valued and where students actively participate in dialogue and activities that advance mutual understanding and a shared sense of belonging to the community. CCs must at all times demonstrate respect for the dignity of individuals across all identities and should engage with residents with regularity to build individual and collective relationships.



University Human Resources

Supporting Actions:

- Maintain a level of availability and visibility within the assigned community and focus area: First Year Experience (FYE), Greek Program and Theme (GPT), or Upper Division (Upper Div) as well as the wider Brown University community;

Be highly visible, approachable, and available to students residing in your residence hall(s) by holding three (3) community hours per week;

- Work with residents, peer student staff, and Area Coordinators to create living and learning environments that promote personal responsibility, community engagement and accountability, and intellectual growth through activities such as floor meetings, study breaks, informal and formal programs, and intentional one-on-one conversations;
- Support Residential Life signature programs, including but not limited to, Faculty Dinner and Discussions, Urban Excursions, and Alumni Programs;
- Create a welcoming environment for students at the start of each semester and when students move between residence halls by designing building/door decorations and personally greet students welcoming them to the community;
- Cultivate an engaging and educational physical space with creative, educational bulletin boards and displays that promote community values, learning, and resources;
- Contribute to and support building, area, and campus programming efforts;
- Use empathic, active listening and facilitation skills to assist residents with individual and community concerns;
- Serve as a referral agent, connecting students to appropriate university resources;
- Become familiar with the various centers and departments on campus that support inclusive community building, both personally and academically, establishing pathways of support and collaboration
- Recognize and support the accomplishments of community members;
- Coach residents to empower them to actively address community issues that they are concerned about, but be ready to engage issues directly should the resident not yet be ready to take such action;
- Use conflict mediation skills to address and support the repair of harm that occurs in the community, as necessary, and conduct roommate mediations when needed;
- Assist individuals with personal, social, and academic concerns in an atmosphere of support, discretion, and privacy.



University Human Resources

2. Major Responsibility: Promote and Foster Understanding of Self and Others in Shared Community (30%)

The CC plays an essential role in creating opportunities for students to engage with peers who will challenge and expand their understanding of themselves and others, and opportunities for students to grow as responsible and engaged thinkers and contributors. CCs will promote and cultivate interactions that foster inclusion and spaces where residents of all races, colors, religions, sexes, ages, national or ethnic origins, disability statuses, veteran statuses, sexual orientations, gender identities, and gender expressions feel dignified, valued, and celebrated and learn from their similarities and differences.

Supporting Actions:

- Cultivate a positive residential experience for students focused primarily on community building and student support through a lens of social justice and awareness of intersecting identities;
- Know residents by their lived name, face, and experiences to foster an atmosphere of respect for individuals while celebrating their differences and similarities;
- Model inclusive behavior at all times including, but not limited to, intentional introspection connected to the intersection of power and privilege, and connected to fostering a sense of belonging and community;
- Ensure active and open dialogue about concerns that may arise in community or with individual students;
- Identify and address behavior or conditions that create an environment of exclusion or bias against residents;
- Provide opportunities that promote and engage exploration, understanding, and mutual respect across identities, beliefs, and lived experiences;

Seek out and engage opportunities to learn about diversity, equity, and inclusion;

Facilitate programs and interactions that encourage an atmosphere of camaraderie, learning, and celebration of the diversity within our communities.

3. Major Responsibility: Establish and Maintain Community Norms and Expectations in Support of Student Health, Wellbeing, and the Creation of Inclusive Communities (25%)

The CC is an essential partner in promoting students' holistic health and wellbeing by helping students understand their individual responsibilities in shaping and contributing to shared community norms and values for the collective good; providing access to information about health and wellbeing; recognizing and responding to students' needs; and making prompt referrals to appropriate resources. CCs also help residents be good stewards of their residential facilities and support the University's efforts to maintain residential facilities that are clean, safe, and support student health, safety, and wellbeing.



University Human Resources

Supporting Actions:

- CCs are Campus Security Authorities (CSAs) under the Clery Act and are required to immediately report Clery Crimes to the Department of Public Safety;
- CCs are responsible for adhering to FERPA policies and guidelines;
- If made aware of a direct threat of harm, CCs must immediately share all relevant information with appropriate parties (e.g., Area Coordinator, Administrator on Call, Office of Student Conduct and Community Standards, Brown Emergency Medical Services, Department of Public Safety).
- Keep your supervisor informed of community concerns, including but not limited to resident issues and room-suite conflicts, that could impact a resident's ability to thrive personally, socially, and academically;
- Assist Area Coordinators and Facilities Operations Coordinators in monitoring and reporting facilities and maintenance issues on floor(s) and in building(s) to ensure that students' living environments are clean and safe;
- Report theft or damage of residential property to your supervisor and Facilities Management staff (work orders) so that repairs and replacement can occur;
- Support routine fire drills and other health and safety measures;
- Serve as a strong, positive role model for residents and peers by personally adhering to Federal, State, and local laws as well as university, and Residential Life policies, rules, and procedures;
- Serve in shared Community Care Rotation with peer CCs during the evening and weekends to respond to residents in need of support and referral, as well as to address and document violations of the Code of Conduct in the residence halls;
- Know, communicate, uphold, and abide by Brown's Code of Conduct and Residential Life Policies and Procedures;
- Be prepared to support individuals and the larger community by enacting emergency and crisis protocols;
- Help educate and hold community members accountable to established community norms by consistently responding to and appropriately reporting violations of University or Residential Life policy;
- Cover additional Community Care Rotation responsibilities when the university is unexpectedly closed or classes are suspended for any reason;



University Human Resources

- Share information about violations of policy/procedures, maintenance issues, student-related concerns, emergency incidents, and security issues with appropriate staff.

4. Major Responsibility: Support Administrative and Operational Functions for the Office of Residential Life and Campus Life (15%)

Supporting Actions:

- Maintain frequent communication with your supervisor;
- Complete assigned paperwork and administrative tasks by communicated deadlines;
- Complete programmatic paperwork, including evaluations and budget materials;
- Hold first floor meetings at the start of each semester to begin building relationships and community norms;
- Conduct roster verification at the start of each semester as communicated by Residential Life;
- Check and respond to emails sent by members of Residential Life staff at least once per day, within 24 hours;
- Post or distribute notices and information to residents as directed;
- Help complete Pre-Room Condition Reports (RCRs) and key audits prior to the start of the Fall and Spring Semester.
- Support & facilitate conversations with students to complete Roommate Agreements in shared spaces.
- Support the closing and inspection of rooms at the end of the Fall and Spring Semesters.
- Assist with Health and Safety Inspections of all residence hall rooms each semester.

Section 4: Time Commitment

Supporting Actions:

- Departmental and divisional initiative programming support
- Community Care walks (staff rotation) where CCs will walk all floors in their team's area to promote community engagement, care for residents, identify facilities concerns, and address violations of community guidelines, policies, and procedures.
 - 1-2 walks per evening Sunday - Wednesday,
 - 2-3 walks per evening Thursday-Saturday
- Assist with closing and move-out procedures at the end of each semester
- Break Support (staff rotation) – Thanksgiving, and Spring Breaks
- CCs are expected to establish the following priorities for their own time:
 - Academic coursework
 - Residential Life and CC staff responsibilities
 - Other extracurricular activities
- On average 16 hours per week; 17 weeks per semester (including training)
 - Weekly staff meetings with Area Coordinator; Tuesdays from 8-9:30pm
 - First Tuesday of each month will serve as all-staff in-service with Residential Life and campus partners (as appropriate)
 - Individual one-on-one meetings with Area Coordinator (supervisor)



University Human Resources

- Weekly 30-minute meetings for the first four weeks of each semester
- Bi-weekly 30-minute meetings after the first four weeks of each semester
- o Weekly community hours (3 hours)
 - Address questions/concerns, direct residents to campus resources, or simply be available to connect with residents
- o Community Care Walks
- o Community building and area-wide programming as coordinated by CCs or with Area Coordinator

Section 5: Required Availability

- Arrival to Training – By 1:00pm on Tuesday, August 22, 2023
- Fall Training – Tuesday, August 22 thru Tuesday, August 29, 2023
 - Training starts with dinner on Tuesday, August 22, 2023
- First-Year Move-in – Wednesday, August 30, 2023
- New Student Orientation – Wednesday, August 30 thru Tuesday, September 5, 2023
- Returning Student Move-In – Saturday, September 2, 2022
- Thanksgiving Break – Wednesday, November 23 thru Sunday, 26, 2023
- Winter Closing – Friday, December 22, 2023 at 5pm
- Winter Refresh Training (WRT) - January 17-20, 2024
- Spring Weekend - April 2024 (final dates TBA once identified by SAO)
- New Staff Orientation (2024-2025 academic year) - April 2024 (date TBA)
- A Day on College Hill - April 2024 (final dates TBA announce identified by Admissions)
- Closing/Move-out procedures (non-seniors) – Saturday, May 18, 2024
- Senior and Extended Stay Move-Out (last day of contract) – Monday, May 27, 2024
- Student Staff Move-Out (last day of contract) – 12pm (noon), Tuesday, May 28, 2024

NOTE - These dates are subject to change. A final schedule will be provided at time of offer.

Section 6: Job Qualifications and Remuneration

Job Qualifications

- Completion of one (1) year of residential experience at Brown or another institution (transfer students) by the time appointment begins;
- Good standing (conduct, academic);
- Commitment to role for one full academic year;
- Availability and attendance at all of August and WRT trainings, weekly meetings, and departmental/divisional initiatives;
- Be open to and reflect on feedback given in supervisory meetings, formal evaluations, and the progressive discipline process (where applicable)
- Role model appropriate and inclusive behaviors at all times including, but not limited to, responsible; alcohol use, compliance with University policy and applicable law regarding drug use, monitoring online self-content, and upholding university policies; and
- **Do not** make any commitments to other employment or volunteer opportunities, on-campus or off-campus, or other activities before discussing those outside time commitments with your supervisor. Your supervisor may limit time available for any outside commitment.



University Human Resources
Remuneration

- \$10,500 (annual rate); paid as bi-weekly stipend (begins August 22, 2023; concludes May 28, 2024)
- Assignment to a residence hall room (single occupancy)