

PARAPROFESSIONAL CONTRACTUAL AGREEMENT

ACADEMIC ASSISTANT ○ COMMUNITY ASSISTANT ○ RESIDENT ADVISOR

The **paraprofessional** is an essential position that provides opportunities to positively impact the student experience in your roles as an educator, community developer, role model, campus resource, and peer mentor. Your relationship with students and staff will change with each person and each situation to help them achieve academic and personal success through exploration and engagement. We regard this position as an opportunity for you to develop skills that are essential to your career readiness and enhance *your* personal and academic success.

Academic Assistant (AA)

AAs are key components of residential learning communities within the residence halls, such as First-Year Interest (FYI), Shared Interest Housing (SIH), Undergraduate Academies, and Acker Scholars areas.

Community Assistant (CA)

CAs are key components of the residential communities within the on-campus apartments for upper-class, graduate, and professional students.

Resident Advisor (RA)

RAs are key components of the residential communities within the on-campus residence halls for first-year and upper-class students.

PARAPROFESSIONAL DUTIES

Community Development Responsibilities

- Play an active and positive role in a student's engagement with campus life. Positive student contact, promotion of student interaction, creation of a positive atmosphere on the floor, and availability to residents are keys to success in the Paraprofessional role. Availability both during the evening and weekends is important to community development. Knowledge of student names and regular contact with your residents is required.
- Paraprofessionals will hold floor/building welcome meetings each semester. Additional meetings can be hosted throughout the year as needed.
- Schedule and hold individual meetings as designated by your supervisor throughout the semester with all students in your assigned area to provide individualized support and attention as they acclimate and persist through the social and academic rigors of the University experience.
- Mediate/report interpersonal conflicts and encourage good communication between students.

- Assist in upholding the Community Standards within the Guide to Campus Living by enforcing and adhering to all University and Campus Living policies, rules, and regulations, including timely reporting of incidents to the appropriate designees.
- Make referrals to supervisory staff and occasionally to other University Departments such as University Police, Student Health Center, University Counseling Center, and Academic Advisement.
- ** CA/RA: Facilitate roommate/apartment agreements in all assigned rooms. This includes distribution, collection, and follow-up with all residents. This takes place at the beginning of the academic year but can be ongoing as new students move in or issues arise.

Administrative

- Communicate information to students through the posting or distribution of notices and/or personal delivery of information.
- Complete all paperwork and duties related to Paraprofessional position, including other administrative tasks as assigned by supervisory staff, in a timely manner.
- Assist with special projects and large scale campus events (i.e. Room Reservation, Open House, September Welcome, RA/AA Selection Process, Homecoming, etc.).
- Review and be familiar with policies and procedures contained in the Paraprofessional staff manual and other Campus Living publications.
- Check-in and check-out of residents as well as assisting with other procedures during opening, closing, and throughout the year. Specifically, staff will be required to arrive before opening and stay past closing to assist with administrative tasks and health and safety inspections. This includes various time periods during all fall, winter and spring vacation times where you will arrive prior to the opening of the residence halls and past closing throughout the year.
- Weekly reports submitted to supervisor detailing what is going on with residents, if there are any major concerns (including missing students, roommate issues, changes in behavior, etc.), plans for programming, and community needs.** CA/RA: Duties related to Residential Facilities concerns including reports, work orders, and other administrative duties as required. The CA/RA will serve as the initial source for after-hours facilities related issues including work orders and student emergencies.
- ** CA/RA: Lockout procedures are conducted whenever students are locked out. CAs/RAs are expected to complete lock-outs in a timely manner and log all lockouts appropriately, consistently, and without bias.

Academic Assistant

- Set and hold a minimum of 10 office hours per week.
- Organize study sessions based on the needs of residents in your learning community.
- Act as a liaison among residents, faculty advisors, and academic advisors.
- Communicate and work with the Resident Advisor in your area to create a community.

Community Assistant

- The CA will be expected to be available during the week (approximately 10 hours) – these hours may be assigned shifts in the offices or as the designated duty person in the office.
- Sorting, distribution, and forwarding of incoming and outgoing mail and packages.
- Community Assistants are responsible for overseeing and addressing concerns regarding the conditions of assigned buildings (stairwells, halls, exterior). This includes assessing the buildings for trash concerns, vandalism and other illegal activity through bi-weekly building reviews.
- Timely completion of all paperwork including, but not limited to, incident reports, programming proposals and evaluations, health and safety inspections, sociograms, etc.

Resident Advisor

- Timely completion of all paperwork related to the RA position including but not limited to occupancy/vacancy reports, floor evaluations, weekly/monthly reports, program proposals, intention forms, ACUHO-I surveys, incident reports, health and safety inspection forms, RA selection reference forms, etc.

Programming

- Promote area participation in various activities on- and off-campus.
- Fulfill specific programming requirements in accordance with residential learning outcomes.
- Active involvement with and support of Hall/Village Council and the Residence Hall Association is required, as they are an integral part of community development, leadership building, and student advocacy.
- Maintain educational/informational bulletin boards in accordance with residential learning outcomes.
- ** AA: Plan and implement academic and educational programs that meet targeted community outcomes and academic major interests of your specific residents.
- ** AA: Work cooperatively with Resident Advisor on floor/area to establish and create programs to fit the needs of residents in specific area.
- ** AA: Minimal programming requirements will include implementation of the first-six-weeks curriculum and continual programming throughout the year.

Staff Meetings/Training

- Attendance at all sessions during fall training which takes place in mid-August, as well as participation in training prior to the opening of the hall/village for spring semester in January, is required. Exceptions will not be made, please plan accordingly.
- Completion of pre-employment online training modules will be required prior to arrival for fall training.
- Attendance and participation at all weekly staff meetings and scheduled extended training sessions is required.
- Attendance at regularly scheduled individual supervisory meetings is required. These meetings provide opportunities for updates regarding students, building activity, community development, programming, and personal wellbeing.
- Enrollment and successful completion of Paraprofessional Class during the fall semester is required. This course is not credit bearing. Class assignments will be made prior to employment.
- Training of some Paraprofessionals in specific areas may be requested. Self-selected workshops may also be required as needed.
- ** CA: Each complex may require pre-arrival preparation time. This time will vary from complex-to-complex and depending on the agreement/ lease start dates.

On Duty/Emergencies

Performance of all responsibilities related to being “on duty” is mandatory. This includes monitoring the hall/village duty cell phone, remaining in the complex/hall during scheduled duty, being available, and responding to incidents referred by Campus Living, University Police, the Center for Student Health, University Counseling, and Erie County Crisis Services. CAs/RAs are expected to refrain from activities (both prior to and during duty) that would impair their ability to respond appropriately to a situation while on duty. This includes the use of alcohol and other controlled substances.

- In order to provide appropriate duty coverage in the halls and apartments, Paraprofessionals must provide duty coverage outside of typical fall and spring duty commitments (this includes holidays). Break and winter session duties will be assigned by the second week of classes to provide time for travel arrangements. These specific periods are Fall, Winter, and Spring Breaks and January Intersession. Supervisors will work with staff teams to try to accommodate travel and holiday plans for staff. Staff working will receive additional compensation.
- Responding to and communicating any emergency situation in accordance with policies set forth in the Paraprofessional staff manual and staff training programs are expected. This includes assistance with evacuation of buildings during fire alarms. Additional CAs/RAs may also be needed for "fire watch" and/or door security shifts if such emergencies arise. Report to designated emergency sites and be prepared to assume other duties and responsibilities as necessary.

- You will be the primary Residential Life contact person with students in your hall/village. This will be facilitated through your interpersonal interaction, referrals, floor meetings, postings, and rule enforcement.

Academic Assistant

- AAs do not serve in a duty capacity. However, they are still a key component of student safety and security.
- As members of the Campus Living team, AAs may serve as logistical support, as directed by Residential Life or Residential Education professionals when needed, for fire evacuations and large scale emergency or hazard response.
- Make appropriate referrals to the supervisory staff and other University Departments such as the Academic Advisement Center, Career Planning and Placement, academic departments, and, if necessary, University Police, Student Health Services, and Counseling Services.

Community Assistant

- One CA serves primary on duty on a rotating basis every night. Additionally, one secondary CA is on duty within Hadley, Flint, and South Lake villages. The primary CA reports to the office at 8pm and sits on desk from 8pm-11pm. At 11pm, they bring the phone back to their apartment with them until 8:30am the following morning. The secondary CA must be in the village from 11:00pm-8:30am. The primary CA on duty will be on call until 8:30am. The backup CA on duty is to be in the village from 11:00am until 7:00am. There are no secondary CA on duty requirements for Creekside Village and Flickinger Court.
- ** Creekside Village and Flickinger Court: CAs will be required to have personal vehicle to fulfil duty expectations as the primary CA on duty is responsible for both locations.

Resident Advisor

- Two RAs serve on duty each evening per hall. While on duty both RAs must complete rounds of the building and be in the RA office. Office hours during duty are as follows: 8:00 pm - 11:00 pm on weekdays; 8:00 pm - 1:00 am on weekends and non-school nights.
- After "in-office hours" stay in your residence hall room until 8:30 am responding to duty issues. One RA will be assigned to maintain and answer the duty cell phone after in-office hours. Both Duty RAs should remain in their building from 8:00 pm - 8:30 am, unless instructed to do so by professional staff.

Role Modeling

- Paraprofessionals are expected to represent themselves and Campus Living in a professional manner in all phases of their responsibilities. A positive influence by Paraprofessionals in the on-campus community is crucial. Appropriate behavior, both on and off campus is expected, including, but not limited to, abiding by all University rules and regulations, rules in The Guide to Campus Living and state and federal laws.
- Paraprofessionals are held to high standards as staff members, as a resident, as a neighbor, and, at times, as a roommate. Paraprofessionals are expected to conduct themselves as a role model within their living area. This includes, but is not limited to, maintaining and promoting cleanliness within the room and common areas; showing fairness and respect for common area space among other residents; addressing issues in the community pro-actively; maintaining excellent communication; and adhering to policies such as noise, guests, trash, energy conservation, and respect for the environment. Paraprofessionals will be evaluated on these factors and action will be taken where standards are not being met.
- Paraprofessionals under the age of 21 may not consume or possess alcohol or alcohol paraphernalia. Paraprofessionals over the age of 21 who choose to drink are expected to use good judgment when making decisions regarding alcohol use; this includes not drinking with or providing alcohol to underage students or residents and not drinking to excess. Paraprofessionals may not consume alcohol before or during any job-related activity (duty, programs, staff meetings, etc.).
- Electronic media such as Facebook, blogs, instant messenger, websites, and on-line journals are accessible to the public. Personal entries on such documents should be consistent with

expectations of the Paraprofessional positions including role modeling. You may not post items of an offensive or sexual nature. Depictions or comments alluding to policy violations are not acceptable. If you are unsure of the suitability of some material, please contact your professional staff.

Diversity

- It is within the mission of the Campus Living that all students be given respect and live in an environment free of discrimination, harassment, intolerance, etc. It is crucial that Paraprofessionals exhibit attitudes and behaviors that show respect for all students regardless of their race, ethnicity, sexual orientation, religious background, gender, physical disability, etc. This includes confronting inappropriate or derogatory statements, graffiti, jokes, etc.

Evaluation

- Performance will be based on fulfillment of duties as well as terms and conditions that are included in this document. Paraprofessionals will participate in an evaluation process, which includes input from supervisors and residents, each semester.
- Continued employment from semester to semester is based on satisfactory performance and successful completion of all training sessions, Paraprofessional class, and all position obligations.
- Continuation in the position and decisions regarding renewal for an additional year will be based on these evaluations and your reapplication for your position.
- Probation, extra training, additional work assignments, or termination may be required as circumstances warrant for performance which is judged to be below an acceptable level or behaviors unbecoming to the Paraprofessional position.

TERMS AND CONDITIONS

Basic Remuneration

- ** AA/RA: Waiver of full cost of a single room in the residence halls and choice of discounted Food Service Plan.
- Waiver of the full cost for an individual bedroom in a 2 or 4-bedroom unit within the University Apartments.
- **CA: Stipend of \$500 per semester, split into \$250.00 payable twice a semester will be based upon an individual Community Assistants' performance and evaluations. Recommendation can be made to the Assistant Director for Apartments to withhold your stipend.
- Should your employment as a Paraprofessional cease, you will be required to vacate your room/apartment by a date set forth by your supervisor. You must alert your supervisor if you require on-campus accommodations. Space cannot be guaranteed, but if available, traditional housing charges will be applied to your student account.

Effective Dates

- This contract is a commitment for one academic year beginning on the opening day of fall training scheduled for Sunday, August 11, 2019 and ending one day after the final closing (senior check out) of the residence halls at the end of the academic year Tuesday, May 19th, 2020 at 5 pm.
- Leaving prior to the contract end date/prior to completion of closing will result in room charges and possible check out charges such as improper check out, room damage, etc. Additionally, leaving during closing prior to completion of closing duties may result in an unfavorable reference should Campus Living be contacted in the future to verify your employment performance.

Community Assistant

- For CAs approved to work during the summer months, this contract is in effect throughout the leasing periods of either 10 (up until May 31st) or 12 months (up until July 31st) or when the staff member vacates the apartment complex. Arrival and departure dates will vary from complex-to-

complex. NOTE: Summer employment requires Community Assistants to serve 8-12 office hours as well as cellular telephone duty. There may also be some programming requirements.

- CAs are required to inform the Complex Director in writing at least 10 days in advance of when they are going away for holidays and academic breaks. Travel arrangements should not be made before clearing the time away with your complex director.
- If CAs are on campus during holidays or academic breaks, they are required to fulfill office and/or cellular telephone duty. This includes working 2 hours for every day on campus and one pager duty for every 3 days on campus.

Contract Renewal

- Paraprofessionals may hold a single position for a maximum of two academic years. Paraprofessional who assumed the position at mid-year are permitted to hold the position for a maximum of two and one-half years. Renewal is not automatic, and Paraprofessionals wishing to be “renewed” for the next academic year will be required to participate in, Paraprofessional Reapplication process. You may only hold any combination of Paraprofessional positions with Campus Living for a maximum of four academic years total (4 year limit total on being an AA, RA, and CA).
- Paraprofessionals will not be eligible for contract renewal if they fail to complete their 1-year contract.
- Paraprofessionals may be eligible to be placed on the waiting list after leaving for an internship, study abroad program, or other reason if the following conditions are met:
 - Contract renewal is not automatic for all Paraprofessionals.
 - The Paraprofessional has fulfilled a 1-year contract in their positions for the University at Buffalo Campus Living **(August 16, 2020-May 18, 2021)**
 - The staff member has notified Campus Living of their intent to leave the position (in writing to the Assistant Director) for an internship/study abroad or other reason prior to the completion of the 1-year contract.
 - They are in good employment standing, have reapplied, and been approved to be added to the waiting list by the Associate Director for Residential Life or designee.
- Paraprofessionals hired for the spring semester will not be eligible for contract renewal if the Paraprofessional chooses to leave the position prior to a year and a half of service as a Paraprofessional. To reapply for the Paraprofessional position the student must attend the next selection process.

Outside Employment/Co-curricular Commitments/Weekends Away

- This position is expected to be second priority only to your academic responsibilities. There is limited flexibility to miss paraprofessional responsibilities for the sake of another job or student club.
- Nonacademic commitments such as other employment obligations and time away from the position when the areas are open must be pre-approved by the supervisor. If approved, no more than 10 hours of outside work/commitments per week is allowed.
- Dependent upon staffing needs the number of Paraprofessionals granted time away maybe limited during employment.
- All time away must be approved by the by requesting it in writing (2 weeks in advance minimally) to receive approval. Weekends away (out of town or not returning to your room for the evening) should not exceed one weekend per month.
- Paraprofessionals participating in co-curricular activities that require more than a ten (10) hour time commitment will need to demonstrate in writing how they plan to fulfill the requirements of both the Para-Professional and co-curricular activity with approval coming from the Associate Director for Residential Life. The following activities are typically restricted given their significant commitment, student teaching, research, extensive lab commitments, practicums, internships, field experiences, rotations, athletics, and Executive Board positions on a club/organization. Co-curricular activities that require absences during the required paraprofessional training period are examples of co-curricular activities that will typically not be approved. Commitments such as these often carry with

them a significant time commitment for students that will need to be balanced with the Paraprofessional position, without negatively affecting their academic obligations or personal wellness, and their performance in their position.

- Current Paraprofessionals are not permitted to hold an executive board position on either village/hall council or with the Residence Hall Association.

Paraprofessional Eligibility

- Successful paraprofessional candidates are required to have lived on campus at UB for at least 2 semester at the time that they begin the position.
- CA candidates must also be eligible to live in the apartments (attended UB for at least 2 years (transfer students – at least 1 year))

Paraprofessional Grade Policy

Paraprofessionals must maintain certain cumulative UB QPA requirement. The position should not negatively affect the staff member's academic achievement.

- ** AAs and 3rd Year Paraprofessionals: Must maintain a 3.0 cumulative UB QPA.
- ** CAs/RAs : Must maintain a 2.5 cumulative UB QPA.
- Paraprofessional GPAs that fall below their position's grade requirement or do not successfully complete the minimum number of credits required to be full time at the end of the fall semester will be placed on probation; Paraprofessionals that are already on probation for any other reason may be terminated.
 - **AA GPAs that fall below a 2.5 may result in termination at the end of the fall semester at the discretion of the Associate Director for Residential Education
 - **CA/RA GPAs that fall below a 2.0 may result in termination at the end of the fall semester at the discretion of the Associate Director for Residential Life
- Transfer students who are Paraprofessionals need to maintain a UB QPA of 2.5.
- Paraprofessional grades will be checked after University spring Commencement. Paraprofessionals who do not meet grade requirements at this time will be terminated.
- Paraprofessionals need to be enrolled full-time UB students, carrying a minimum of 12, maximum of 18 undergraduate credits or minimum 9, maximum 15 graduate credits. Exceptions to this must be petitioned by your Residence Hall Director and Area Director, with the final decision being made by the Associate Director for Residential Life. Any petitions must be completed prior to the beginning of the semester.

Assignment

- Campus Living reserves the right to change staff assignments if it is in the best interest of the Paraprofessional and/or the residents.
- Transferring to another hall mid-year is not permitted. Transfers for the upcoming academic year are permitted, see reapplication for more details.

Key Control Policy

- All keys assigned to staff are that staff member's responsibility to ensure security and proper use. No key may be duplicated unless done so through a Campus Living maintenance request and approved by their supervisor. All assigned keys will be documented on the Campus Living Key Distribution Record. Due to the access it provides, loss of the office key will minimally result in probation and reparations paid for the cost of a lock changes and re-cut keys.

Master Keys

- As a Paraprofessional staff member, you will be the first response person to many emergency situations. To ensure the most effective response system, building master keys are made available to you.
- The safety and security of our students is reliant upon the responsible use and control of these keys. You are expected to use master keys only when all other key sources have been exhausted in administrative procedures or when necessary in emergency situations.

- It is expected that master keys will never be misused for inappropriate access to student rooms, restricted administrative offices, or mechanical areas. You are expected to follow key control procedures as specified and report any losses.
- This also serves as notice to you that if master keys under your supervision are lost or misused, disciplinary action may be taken. This may result in probation, termination of employment or reparations.
- At no time should a master key be handed to a student and/or non-University Residential Life person. If you are ever pressured to do so contact Pro-staff on duty immediately.
- All keys must be logged out and in. Failure to do so may result in loss of employment.

Termination by Employer

- Improper performance or non-performance of the terms of this contract or any other behavior which may significantly affect the ability of the incumbent to discharge the duties of the position may result in termination of employment. Decisions regarding termination will be made by the Area Director/Complex Coordinator who supervises the area where the Paraprofessional is employed. The Resident Advisor will have the right to a review of the reasons for such termination.

Please Note:

The policies and procedures contained in this document are not intended to be contractual commitments by the University at Buffalo; employees/resident advisors shall not construe them as such. No policy herein is intended as a guarantee of continuity of benefits or rights. No permanent employment or employment for any term is intended or can be implied from any statements in this document. The policies and procedures herein are intended to be guides to management and are merely descriptive of suggested procedures to be followed. Management reserves the right to revoke, change, modify or supplement guidelines at any time with or without prior written notice. They are not meant to and do not in any way change or modify Civil Service Laws, Rules or Regulations or Union Agreements. In the event of a conflict between the document and Civil Service Laws, Rules, Regulations or Union Agreements, this document is subordinate. This document may not be inclusive of all University and / or Campus Living policies and / or procedures.

Per federal guidelines, remuneration for a Paraprofessional staff position is calculated into financial aid packages. Campus Living will notify the Office of Financial Aid of all students who accept positions. If you receive financial aid this position may affect your financial aid package.

Alterations or Addendums to this Agreement:

Campus Living reserves the right to make alterations or addendums to this agreement. Successful candidates will have opportunity to review final job description prior to offer acceptance.

Student Staff Code of Ethics 2019

As a staff member of Campus Living at University at Buffalo, I understand that I must abide by all university and Campus Living rules and regulations, residential terms of agreement, and state and federal laws. I understand these policies include appropriate behavior as a UB student including activities held outside of my building/complex as well as off-campus.

I understand that I am a leader and role model for staff and students. Therefore, I am expected to act in a consistent, professional manner and to refrain from inappropriate or offensive communication or behavior. I am to act in a respectful manner towards all residents and staff. While I have primary responsibility for a floor, building, complex, and/or community, I recognize that I also have broader responsibilities within the campus community. It is expected that I confront and/or aid in all conflicts and situations that may arise in any residence hall, on campus apartment or community.

I understand my responsibility not to abuse my authority as a staff member. I will therefore refrain from engaging in any exploitative relationship with a resident within my hall or complex. This could include, but is not limited to, romantic relationships, a relationship that provides undue privileges to any resident, or a relationship that strips the rights or privileges of a resident.

I understand the University's Sexual Harassment policy and will abide by it (per online training). The policy is located on the website: <http://www.buffalo.edu/administrative-services/policy1/ub-policy-lib/discrimination-harassment.html>

I know I am to work toward an environment where individual rights and differences are recognized and respected and where bigotry is challenged.

I understand I will be entrusted with information, both organizational and personal, and will be expected to keep that information within the confines of the position. I will maintain professional standards of confidentiality in all dealings with students and staff. I will not discuss a disciplinary, academic, or personal problem with other staff members unless the imparting of information is relevant to job responsibilities and in the best interest of the student(s) involved. I will never promise a student complete confidentiality in dealing with problems or situations where there is a threat to someone's health and safety. In these situations, I understand I must seek the assistance of professional staff. I will never impart personal information in a location or manner that allows other persons to overhear. This includes all negative comments relevant to any students or staff member.

As a staff member, I have a responsibility to be a role model regarding the use of alcohol. I will not provide alcohol to any student regardless of their age. I will not consume alcohol if I am under the age of 21. If I am 21, I will not consume alcohol prior to or while on duty. I know that becoming intoxicated does not model the appropriate use of alcohol. I know I should not be in attendance where alcohol violations are occurring off campus. In such situations, I understand my role as a student staff member is being compromised. This can affect others' perceptions of my integrity and ultimately impact my overall effectiveness as a paraprofessional.

As a paraprofessional staff member, I will not be expected to respond to media inquiries. Please refer all request from the media (newspaper, internet media etc.) to a member of the professional staff.

In addition, I realize I am to refrain from using and distributing any illegal drug and/or abusing the use of any prescription and/or other over-the-counter medications. I know I should not be in attendance at any event where a drug violation is occurring except to respond to the violation. I will consider this code even when off-campus, particularly when in the presence of other University at Buffalo residents.

During training week, all paraprofessionals will be asked to sign the following:

Statement of Agreement

Having read the position description for my position, the key policy, and the Paraprofessional Code of Ethics, I accept the duties and responsibilities of the position. I understand the following key points that will impact my employment as a Campus Living paraprofessional (should I not follow these, my position may be terminated):

- I must abide by all state and federal laws, my job description (including the code of ethics), Campus Living Rules, and campus policies including those around alcohol and illegal drugs.
- If I am under 21 and consume alcohol either on or off campus OR am in possession of alcohol or illegal drugs, I risk being terminated from this position. Being in a setting in which underage drinking is occurring (regardless of my age) will also put my position in jeopardy.
- Policies and appropriate use of master keys and other such access must be taken seriously.
- Following my supervisors and other appropriate University Officials direction is mandatory.
- Failure to comply with my supervisors or University Officials request or directive is unacceptable. Failure to tell the truth is also a serious infraction.

As part of the benefit of the position, housing is provided. As my contract ends or if my position is terminated, remunerated housing will no longer be provided. I must ask my supervisor if I am interested in on-campus housing which may or may not be available. I will need to vacate my current space. If terminated, my status with Campus Living may be communicated to other campus employers/offices.