

ROLES & RESPONSIBILITIES OF RESIDENT FELLOWS (NUS HOSTELS)

Roles

Resident Fellows (RFs) are full time Academic, Research or Executive & Professional staff appointed to live in a NUS hostel. They work closely with the Master, a range of staff and student stakeholders, and the hostel management office in enhancing the residential life experience of residents in the NUS hostels. RFs serve as mentors, advisors, resource persons and community builders to the residents.

Responsibilities

RFs assist the Master on matters in broad areas such as admissions, branding, communications, financial management, student leadership & development and residential life. These include, but are not limited to:

(1) Crisis management, pastoral care and community standards

- (i) Manage crisis cases in the hostel – working with the Master and all relevant parties on crisis support.
- (ii) Work closely with the Master, hostel staff and student leaders on mental wellness initiatives and provide a supportive environment and quality pastoral care for the residents in the hostel.
- (iii) Maintain hostel community standards and discipline, working with the Master to ensure all errant residents are sanctioned in line with prevailing University guidelines.

(2) Student leadership and development

- (i) Develop structured, focused and purposeful programmes – in support of University objectives and aspirations, within stipulated University guidelines and procedures, so as to enhance the living environment and experience of the residents.
- (ii) Create opportunities for residents to gain exposure through experiential learning and life skills to prepare them for the world beyond University.
- (iii) Brief, advise and guide the hostel's student leaders on their roles and responsibilities and activities that they are leading.
- (iv) Embrace current and emerging student interests through a full spectrum of opportunities to broaden and deepen pursuits in culture and the arts, community engagement, and sports.
- (v) Celebrate diversity through different platforms for interaction and cross fertilization of ideas among residents from various backgrounds and disciplines.
- (vi) Act as a mentor and establish rapport with the hostel's student leaders.

(3) Branding, communications and public relations

- (i) Consistently identify unique value propositions so as to attract students with diverse interests and needs.
- (ii) Ensure that all communication platforms – print, digital, social media and all arising mediums – are professionally represented and adhere to University communication guidelines.

(4) Alumni relations

- (i) Forge enduring bonds through memorable residential experiences and a shared sense of tradition and heritage within a close-knit and supportive hostel community.
- (ii) Foster a strong affiliation among residents and hostel alumni to the University, through a range of alumni engagement programmes.

(5) Hostel administration and operations

- (i) Work with the Master to ensure smooth administration, management and operation of the hostel – by formulating, implementing, reviewing and enhancing all operating procedures and systems to ensure efficiency and accountability in all matters.
- (ii) Work with the Master and all stakeholders to ensure sound operation and compliance with University financial guidelines, and accountability.

Terms of Appointment

RFs are appointed by the OSA Dean of Students, in consultation with the hostel Master.

An RF is appointed for an initial one-year term, and may be renewed subject to satisfactory discharge of responsibilities and upon recommendation of the Master.

Barring exceptional circumstances, an advance six-month notice for termination or resignation from the appointment should be provided from either party.

Expectations of Resident Fellows

The following are expected of RFs:

- i. Work as a team with the Master and all stakeholders to maintain a high standard of residential life in the Hall.
- ii. Exhibit a high level of honesty and integrity, and commitment to make a difference to the life of students.
- iii. Exhibit good leadership, exemplary conduct, and the ability to execute duties and responsibilities in a mature, rational, consistent and fair manner.
- iv. Discharge their duties and responsibilities fully and up to the end of their term of service (with the exception of extenuating circumstances).
- v. Familiarize themselves with the various resources available on campus so as to provide the best support to residents.
- vi. Respond promptly to emergencies and crisis cases.
- vii. Attend all trainings, workshops, student activities and meetings, as required by the University and Master.

Recognition of Service and Incentives

In recognition of services rendered, an RF is provided with a fully furnished and air-conditioned apartment in the hostel. The size of the apartment and number of bedrooms in it will vary across hostels. The charges for utilities (capped at a predetermined level), meals catered (if available at the hostel) during the University semester and basic telephone services (in the form of a landline, where applicable) are borne by the University.

Based on the RF's performance as assessed by the Master and the Dean of Students, an annual performance bonus may be recommended and awarded.

Absence from Hostel

RFs are expected to maintain full residence in the hostel throughout the term of service, unless on overseas leave, or under extenuating circumstances as approved by the Master. Those going on sabbatical or no- pay leave, or part-time scheme may be required to relinquish the resident staff role.

RFs who intend to go on leave are expected to make necessary arrangements for another RF to cover them during their absence and notify the Master and all relevant parties at least two weeks before the commencement of the leave period.

For leave periods exceeding two weeks, the RF is expected to work out the period of leave and duty coverage with the Master before applying for such leave.

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