

TERMS OF APPOINTMENT

Resident Assistants

ROLE AND RESPONSIBILITIES

Residential Life aims to foster inclusive communities, create social and educational opportunities, and provide safe and well-maintained Hostels. This is achieved in partnership with a team of Resident Assistants (RAs). As an RA, you play a pivotal role in strengthening the support network for students residing in the Hostels, promoting their welfare and contributing to a positive and enriching residential experience. This will be done in close partnership with the local residential leadership—including Masters, Resident Fellows (RF), Residential Life Office (RLO) and other student leaders—to foster a supportive, inclusive and engaged residential community.

The following provides a representative, but not exhaustive, description of responsibilities of a Resident Assistant (RA).

1. Community Development

- a) Assist in the development of community living:
 - i. Working with the local leadership in the Hostel to introduce new residents to residential living and support services at the Hostel, upon their arrival and during their transition to campus life.
 - ii. Promote a socially and culturally enriching experience in the community together with the local leadership.
 - iii. Promote a sense of belonging by encouraging residents to participate in and contribute to the Hostel community.
 - iv. Planning and execution of activities throughout the semester with the local leadership that promote social interaction, relationship building and a strong floor and block identity.
- b) Work with other RAs and student leaders in the block and Hostel to create a memorable residential experience for residents through organizing social activities, sports, community service, wellness, and personal effectiveness programmes.
- c) Assist in promoting an environment conducive for harmonious living and studying:
 - i. Establish and enforce communal standards for behaviour in the Hostel such as quiet hours, use of common spaces and holding each other accountable for these standards.

- ii. Encourage residents to practice positive living habits.
 - iii. Assist in maintaining a safe and secure residential environment within the Hostel.
- d) Regularly assess the needs of residents by engaging them individually or in groups.
- e) Serve as a positive role model.

2. Policy Enforcement

Assist to enforce University housing guidelines and refer misconduct to the appropriate authority:

- a) This includes the need to be vigilant and report housing breaches or offences to local leadership promptly.
- b) Explain housing guidelines and policies to residents during conduct meetings.
- c) Report to RF immediately on any inappropriate resident behaviour. Assist the RF in documenting the incident accurately, and to submit the incident reports or Community Standards Form to RF within 24 hours of any such incident.

3. Peer Counselling

Provide peer support to the residents:

- a) Initiate conversations with residents who appear to be experiencing problems and offer assistance.
- b) Encourage residents to resolve conflicts amicably as mature adults with each other. Mediate between residents when they are unable to resolve conflicts without assistance. If the RA is unable to mediate an acceptable resolution, the RA will have to refer the matter to their RFs.

4. Crisis Intervention

- a) Respond immediately and appropriately to crisis situations, but in no instance provide any response that would escalate a situation into one which could endanger the RA or resident. Crisis protocol guidelines must be adhered to.
- b) Report all emergencies and serious situations to the RF, RLO and Housing Services (HS) and Campus Emergency and Security (CES), where applicable.

5. Trainings

Attend all trainings required and deemed necessary by the Hostel and OSA RL:

- a) RAs are expected to attend the following compulsory trainings, programmes and courses during their appointment as RA:
 - i. RA Induction;
 - ii. Mental Health Literacy and Helping Skills Workshop by the University Counselling Services (UCS);
 - iii. Suicide Awareness and Prevention Workshop by OSA Student Wellness;
 - iv. Cardiopulmonary Resuscitation (CPR) and First Aid by the Campus Emergency and Security (CES);
 - v. Work Retreats for all RAs
 - vi. Briefings and participation for all major programmes and events such as Welcome and Orientation Programmes for residents;
 - vii. OSA1006: Guidelines on Freshmen Orientation Programme and the Situational Judgment Training and Reflections; and
 - viii. All reappointment trainings.
- b) The above trainings are non-exhaustive. Hostels and OSA RL may propose additional trainings where applicable and required as part of RA's training and development.

6. Information Resource

Provide residents with information and referrals:

- a) Be aware of the hardware problems in the Hostel and work with HS to resolve these problems.
- b) Be familiar with university and community resources. Refer residents, when necessary, to appropriate campus and community agencies.
- c) Provide emergency contact numbers to the residents (e.g., Duty RA roster, Campus Security, ambulance, police).
- d) Refer any media requests for comments to Hostel Master.

7. Administrative Duties

- a) All RAs are required to return to the Hostel prior to the start of the early check-in period for each semester to support returning residents and the preparation and delivery of residential programmes.

- b) To assist with the following throughout the semester:
 - i. Fire Safety Training, Fire Drills, Tabletop Exercises, Fire Evacuations, and all related activities;
 - ii. Resident Visits;
 - iii. Crisis Management cases;
 - iv. Incidents involving student conduct; and
 - v. Any trainings deemed necessary
- c) To meet with the RF(s) at least once a month to update and discuss issues/problems and plan activities or when notified.
- d) To organise Hostel-level and community-level activities as assigned by the RF for each semester.
- e) To coordinate fridge and kitchen cabinet cleanup with the Management Office, based on an agreed schedule.
- f) Vacation duties at Hostel will include:
 - i. Review and update SOPs for activities; and
 - ii. Plan for next semester's activities, including major events.
- g) To assist with University events and duties as assigned (e.g. NUS Open Day, Community Sports Carnival).
- h) To undertake other RL-related duties as assigned by the Hostel or OSA RL.

8. Duty Coverage at the Hostel

The RA position is a live-in position. All RAs are required to stay in the Hostel and participate fully in all operational activities.

a) RAs on Rostered Duty

- i. RAs perform duties on a rotational basis within their Hostel team. An overall roster is drawn up, agreed on and approved by RFs before the start of semester.
- ii. RAs on rostered duty must remain contactable by telephone, from 1900hrs to 0700hrs.
- iii. When on duty, RAs should:
 - Walk the block ('doing rounds') and engage the residents.
 - Assess the maintenance issues in the Hostel.
 - Duty RAs must inform the RF immediately about any emergency and respond to the emergency within 5 minutes.

b) RAs on Standby

- i. RAs who are not on rostered duty are deemed to be on standby, as residents may call their level/block RAs anytime for assistance.
- ii. RAs who are on standby are still required to return to the Hostel no later than the commencement of Quiet Hours, i.e. by 2300hrs.
- iii. RAs who are on standby should remain contactable by phone, SMS/WhatsApp/Telegram and email. Response time required as follows:
 - Reply to phone and/or SMS/text – within 30 minutes
 - Recall to Hostel – within 1 hour
 - Reply to emails – within 24hrs

TERMS OF APPOINTMENT AND RE-APPOINTMENT

RAs are appointed by the Hostel and Office of Student Affairs (OSA). They report directly to their respective RF(s).

1. The RA position is a 6 to 12-month student leadership opportunity, subject to satisfactory performance review by the RF. The first six months are to be viewed as a probation period, during which the appointment may be terminated if performance is not satisfactory. Performance review will take place every semester.
2. RAs are expected to stay through the last day of his/her appointment. The RA needs to give his/her RF(s) at least one month's notice period if he/she intends to discontinue his/her service as a RA. If the notice period is less than one month in advance, the RA will have to pay Hostel fees for the period that will lapse or has already lapsed within the one-month notice period. The RA is not allowed to use any un-utilized leave to offset the notice period.
3. RAs who have attended all required trainings and are found to have discharged their duties in an exemplary fashion may be offered a further one-year renewal of their appointments. Re-appointments may be offered depending on the Hostel's needs, the RA's performance, the RA's latest academic results and recommendations from the RFs.
4. RAs whose appointments are not renewed for a subsequent term, or who step down before the end of their appointment period, are responsible for securing their own accommodation arrangements upon relinquishing their RA appointment.

EXPECTATIONS OF RAs

RAs are role models, active community-builders, and peer mentors for the other students in the Hostels. RAs are expected to:

1. Demonstrate exemplary conduct and execute their duties and responsibilities in a mature, rational, consistent, and fair manner.
2. Discharge their duties and responsibilities fully and up to the end of the term of appointment.
3. Adhere to the guidelines as stipulated in the Housing Agreement, Demerit Point Structure and RA Terms of Appointment.
4. Display a high level of honesty, integrity, and trustworthiness at all times.
5. Work closely with the local leadership and HS to maintain high standards of residential life in the Hostel.
6. Attend all RL training programmes/workshops, Hostel activities, and meetings convened by OSA RL and/or the Hostel.
7. RAs are also peers to the residents and are expected to assist and guide the residents in a tactful and amicable manner.

ETHICAL BEHAVIOUR AND DATA SECURITY

1. RAs should abide by the NUS Code of Student Conduct as reflected on <https://studentconduct.nus.edu.sg/wp-content/uploads/NUS-Code-of-Student-Conduct.pdf>
2. RAs should also be familiar and abide by the NUS PDPA Guidelines for students as shared in <https://ormc.nus.edu.sg/personal-data-protection/policies/>
3. All information accessed during the RA's term of appointment should not, at any time during or after the termination of appointment, be used or disclosed to any third party.
4. Such information includes personal data and information of students, as well as all forms of electronic storage and communications available on campus.

BENEFITS

A single room (without attached bathroom and without air-conditioning) is provided for the duration of the RA appointment. RAs may indicate their preference for an air-conditioned room; however, final room allocation is subject to room availability and the operational needs of the Hostel. Should an RA be allocated to an air-con room, he/she will have to bear the cost of air-con usage.

Scholarship matters in relation to RA appointment:

NUS Scholars may not concurrently hold any other scholarship, fellowship, bursary, grant, award or allowance covering the same or similar type of expenses provided by the Scholarship, except for certain categories as determined by NUS as set out in the [NUS Scholarship Administrative Handbook](#).

APPLICATION OF LEAVE

All leave applications are to be managed and approved by the RFs. RAs should discuss with the RFs before they proceed with the planning of their leave.

PERSONAL LEAVE

1. Newly appointed RAs will have to accumulate their personal leave in their first semester of appointment (approximately 1.5 days for each month of service), before they can start to utilize their leave.
2. For a one-year appointment, RAs may take up to 20 days of personal leave during the RA's term of appointment. For half-year appointments, RAs may take up to 10 days of personal leave in the vacation period during the RA's term of appointment.
3. All personal leave applications must be approved in writing by RF(s) at least 2 weeks before the commencement of the leave period. Before proceeding on leave, the RA must make appropriate arrangements for the coverage of their duties and responsibilities, in consultation with the relevant RF(s) and fellow RAs, and ensure that sufficient RA coverage is maintained within the Hostel during their absence.
4. Personal leave of up to one year's eligibility, if not utilized, can be carried forward to the following year of the RA appointment.
5. For RAs who have stepped down previously due to overseas exchange, internship, or graduation from undergraduate programme, and are subsequently appointed as RAs again in a new semester, they will be regarded as newly appointed RAs. They

will have to accumulate their personal leave in their first semester of this new appointment before they can start to utilize their leave (see point 1 above).

OFFICIAL LEAVE

6. In addition to personal leave, RAs may take up to 25 days of official leave per appointment term (of 12 months) for summer programme/overseas internship, conference/competition and CCA camps. All official leave requests (letter or email) should be submitted to RF and RL at least one month before the start of the leave period. Should travelling overseas be required, travelling time should be included within the duration of official leave.

a. Summer Programme/Overseas Internship

- i. RAs should have served for one year or more before the start of official leave period.
- ii. RAs will be granted a maximum of 25 days of leave under this category. The leave period is inclusive of travelling time. If the programme is longer than 25 days, RAs should apply for personal leave.
- iii. RAs are only allowed to apply for leave under this category once per appointment term (of 12 months).

b. Conference/Competition/Fieldwork

- i. RAs will be granted a maximum of 7 days of leave under this category. The leave period is inclusive of travelling time. In the event that the conference/competition/fieldwork is longer than 7 days, RAs should apply for personal leave.
- ii. RAs are allowed to apply for conference/competition/fieldwork leave up to a maximum of two times per appointment term (of 12 months).
- iii. Conference/competition/fieldwork leave should only be utilized for those organized/supported by NUS departments/faculties. RAs who wish to attend other conferences/competitions/fieldwork would have to utilize their personal leave.

c. CCA Camp

- i. RAs will be granted a maximum of 3 days of leave for every CCA camp. In the event that the CCA camp is longer than 3 days, RAs should apply for personal leave.
- ii. RAs are allowed to apply for CCA camp leave up to a maximum of two times per appointment term (of 12 months).

7. While the Hostel endeavours to facilitate the RA's timing of leave, it reserves the right not to approve leave during periods of intense work activity and those requiring special staffing assignments.
8. RAs are required to report to their RF(s) within one day after returning from leave.

Important: RAs who plan or intend to apply for overseas academic programme are to inform and discuss with their RF(s) before finalizing their plan/application.

9. Singaporean males who need to fulfil reservist obligations would be given unrecorded leave. Unrecorded leave does not count towards personal or official leave.

WEEKEND/PUBLIC HOLIDAY LEAVE (IN RELATION TO WEEKEND/PUBLIC HOLIDAY DUTY)

10. Besides personal leave and official leave, RAs are also required to be on weekend/public holiday duties on a rotational basis. RAs who are not on rostered weekend duty, are considered to be on weekend leave.
11. RAs who are on weekend/public holiday duty, are on duty all day on Saturdays, Sundays, and public holidays, subject to the individual Hostel's operational needs. Duty RAs should remain on campus and in the vicinity of the Hostel, ready to respond to emergencies within 5 minutes.
12. RAs who are on weekend leave can leave the Hostel starting from Saturday 0700hrs and return to the Hostel by the following Monday, 0700hrs. Should RAs choose not to leave the Hostel, weekend leave may not be carried forward to other weekends to be accumulated.
13. Within each Hostel, at least one male RA and one female RA shall be rostered for weekend duty. Larger Hostels may require additional RAs to be rostered, depending on their residential and operational needs. The specific number of RAs required for weekend duty shall be determined at the discretion of the RF(s) overseeing the Hostel's RA team.
14. RAs who are not on weekend duty can opt to leave the Hostel except for block-out weekends. The block-out weekends are determined prior to the start of the semester by the local residential leadership, and these are usually scheduled dates/programmes deemed necessary by the university and the Hostel.

15. RAs within the same Hostel shall discuss and confirm their rostered weekends off, before the semester starts, in consultation with and approved by their RF(s).
16. A copy of the weekend duty roster shall be submitted by the RFs to RLO for record-keeping at least one week before the commencement of each semester.
17. In cases where a public or university-wide holiday coincides with a weekend duty, the weekend duty shall take precedence. When a public or university-wide holiday happens on the day after the weekend off, and the RA wishes to take an extended break, the RA will be required to take personal leave which is subject to the RF's approval.
18. Should there be new or last-minute changes to the weekend duty roster, the RA initiating the change shall ensure that RFs, RLO and all residents are informed in a timely manner. Follow-up measures include, but are not limited to:
 - a. To direct incoming phone calls to the RA who is taking over the duty; and
 - b. To put up a notice on his/her door that directs any visiting resident to the RA on duty.

MEDICAL LEAVE

19. In the event the RA is on medical leave, he/she does not need to apply for any leave but he/she will be required to stay on-campus (unless the RA is on hospitalization leave). If the RA on medical leave happens to be on duty that day, he/she will need to make alternative arrangements and ensure that another RA will take over his/her duty.

DISCIPLINARY MATTERS & TERMINATION OF APPOINTMENT

1. The Hostel and OSA Residential Life reserve the right to terminate an RA's term of appointment should any arising circumstances incapacitate the RA from fulfilling his/her duties and responsibilities for a prolonged or reasonable length of time, or where such circumstances adversely affect the well-being of residents, the residential community, or the effective delivery of residential life..
2. Insubordination, or failure to fulfill the terms of appointment as an RA will subject the RA to disciplinary action which may result in the following:
 - a. Immediate termination of the appointment,
 - b. Nullification of previous record as a RA, and

- c. Paying charges for part or whole of the Hostel fee for the period of appointment as RA.
3. Should an RA be found to have violated any of the NUS policies and guidelines, the RA may be subjected to disciplinary action. If an RA is found to have committed any housing offences or breaches listed under the Demerit Point Structure, the RA will be subjected to double the number of points listed for each offence or breach under the Demerit Point Structure.
4. The above list is non-exhaustive. The Hostel, OSA Residential Life and the University reserve the right to mete disciplinary action out when deemed necessary.
5. This appointment will lapse immediately in the event where an RA is no longer regarded as a full-time NUS student.

I have accepted the appointment as Resident Assistant under the terms and conditions as outlined in these terms of appointment which I have read and fully understand. I agree to abide by all these terms and conditions as well as all applicable University policies and procedures relevant to my appointment.

Signature: _____

Name: _____

Student ID Number: _____

Date: _____