



## **Shattuck International House Resident Community Advisor (RCA) Job Description**

The Resident Community Advisor (RCA) is the primary contact between residents of Shattuck International House and the administration of the Harvard T.H. Chan School of Public Health. RCAs report to the Housing Manager in the Office for Student Affairs. RCAs provide support and community development opportunities; monitor all Harvard University, Harvard Chan, and Shattuck International House policies; and act as peer leaders within the Shattuck International House community.

### **Knowledge and Skills**

- Commitment to serving the residents of Shattuck International House and to building community within the building
- Excellent interpersonal, communication (oral and written), problem-solving, and conflict resolution skills
- Professional, mature, timely, and responsive
- Strong organizational skills
- Demonstrated initiative, creativity, enthusiasm, and the ability to work effectively with a diverse student population
- Ability to plan, coordinate, and promote community building programs and events
- Ability to remain calm and supportive under pressure

### **Eligibility**

- Applicant must be a currently enrolled, active, full-time, degree seeking student who will have completed at least one semester of full-time enrollment at Harvard Chan prior to position start date.
- Applicants must meet all eligibility requirements to live in Shattuck International House, and must maintain eligibility through the duration of the RCA position.
- Applicants must plan to be enrolled for the Fall 2023 and Spring 2024 semesters.

### **Position Requirements**

- Attend RCA training facilitated by the Office for Student Affairs
- Attend all staff meetings, one-on-one meetings, and other supplemental trainings scheduled through the Office for Student Affairs
- Attend all Shattuck-wide community meetings including Shattuck House orientation at the beginning of fall
- Assist with move-in and move-out
- Follow, uphold, and support all Harvard University, Harvard Chan, and Shattuck House policies and report any failure to comply to the Office for Student Affairs.



### **General and Administrative Responsibilities**

- Actively promote community development within Shattuck House and Harvard Chan. Be visible and accessible to residents
- Respond to residents' concerns in a timely manner, and within 24 hours
- Facilitate use and resident reservations of common spaces.
- Monitor the environment inside and around Shattuck International House, communicate issues or concerns to the appropriate Harvard Chan Offices, and address community issues with residents including policies or procedures, environment changes (bad weather, construction projects near Shattuck), and other issues as appropriate.
- Provide resources to residents about various Harvard Chan and Harvard University services, agencies, and programs, as well as general information on the Boston region

### **Programming**

- Plan and present at least one program per month for residents to provide academic support, promote community development, increase knowledge and awareness about aspects of public health, and broaden resident understanding of social and cultural issues.
- Advertise programming through email, social media, and flyers.
- Document and evaluate programs, track expenses, and recommend future program changes
- Conduct a programming needs assessment from residents at least three times per year (e.g. fall, spring, summer).
- Assist with campus-wide events planned by Office for Student Affairs at Shattuck International House.

### **On-Call Coverage and Emergency Assistance**

- Provide on call coverage to be scheduled on a rotating basis from 5:00pm through 9:00am, Monday through Friday, and 24 hours on the weekend and holidays, including school break periods (Thanksgiving, winter break, and spring break).
- When on call, remain accessible by a 24-hour cell phone at all times, and respond promptly and professionally to any calls.
- When on call, remain within the immediate Boston area and stay overnight in the building.
- Assist in emergency situations outside of the on-call schedule, including facilities, operational, and student life emergencies, as needed.

### **Resident Support and Conflict Resolution**

- Establish on-going rapport with Shattuck International House residents to assist with various academic and personal issues, and address Shattuck concerns
- Refer residents to other Harvard Chan resources as appropriate
- Mediate conflicts between residents who are having difficulty resolving issues with living situations (e.g. roommate/neighbor conflicts regarding noise or cleanliness)

### **Compensation**

- RCAs will receive a 50% reduction in rent per month for a mid-size one-bedroom apartment. Salary and benefits are not included with this position.