

**2023 JOB RESPONSIBILITIES
CENTER FOR TALENTED YOUTH
RESIDENTIAL PROGRAM ASSISTANT (RPA)**

All staff members are expected to adhere to the *CTY Standards of Employee Conduct*; contribute positively to the site's living and learning community; ensure students' physical and emotional safety; uphold the [CTY Student of Conduct](#) and enforce site rules; and perform reasonable job duties, even if not part of the job description, as assigned by their supervisors.

As a member of the residential and administrative staffs, the residential program assistant (RPA) provides logistical support to the daily operation of both the site office and the residential program. In the residential program, all RPAs must be prepared to assume the duties of a resident assistant (RA) at any time.

RPAs are members of the site administration. All members of the site administration are expected to:

- Work as a team, keeping program goals in sight while managing a range of details.
- Help set the appropriate tone for the community, as described in staff handbooks and other program documents.
- Anticipate and prevent problems.
- Communicate promptly, clearly, sensitively, and securely with other administrators, staff, students, parents/guardians, the host institution, and the CTY office in Baltimore using JHU-approved platforms.
- Help the academic and residential programs work collaborate effectively with each other.
- Model professionalism.
- Represent the philosophy and policies of CTY in a manner that fosters cooperation and respect among summer staff, students, host institution staff, and full-time CTY staff throughout the program.

Supervision

The office manager is the RPA's direct supervisor. The office manager, in consultation with the site director, will determine the RPA's schedule as well as specific responsibilities and tasks. Once responsibilities and tasks are assigned, the RPA's work may be supervised by other members of the administrative team.

Work Schedule and Physical Requirements

RPAs work seven days per week. The daily schedule is full, demanding, unpredictable. Very hectic periods may be followed by slow ones that require the RPA to take initiative in identifying tasks to perform. Whatever their scheduled duties, RPAs at all sites are required to be available on a 24-hour on-call basis to help handle emergency situations and also to work weekends. RPAs are given two days off per session to be approved by and coordinated with the site director and office manager.

RPA's are required to travel and navigate a college/school campus with or without accommodations. This may include traversing some long distances across campus. Some lifting and moving may be required.

Additional job responsibilities of the RPA include but are not limited to:

Before Arriving at the Site:

- Carefully read the *Residential Program Assistant Handbook* and the *Resident Assistant Handbook*, and any additional resources provided by CTY prior to arriving on site. Familiarize yourself with any other program materials provided to you so that you are aware of the overall structure of CTY and the rules and regulations for students and staff.
- Complete trainings, background checks, health forms, immunization records, and other items required by JHU, CTY, the host institution, or state/local regulations.
- Access and familiarize yourself with CTY's designated communication and digital file storage systems; links, training, and login information for these systems will be provided during the onboarding process.

Before Instructional and Residential Staff Arrive:

- Arrive at the site on the date specified in your employment agreement to assist the administrative team with set-up and planning. Bring a cell phone, laptop, etc. to use during your employment. Duties during this time include unpacking site supplies from storage facilities, setting up the site office as directed by the office manager and other administrators, and supporting the office manager as necessary in planning for staff/student shuttles.
- Perform supply runs. This often involves driving site-rented vehicles, which may be passenger cars or minivans.

Before the Students Arrive:

- Participate in the RA training to prepare to assume the duties of an RA if needed. When space permits, RPA's may be housed in a student residence hall to connect to the residence life atmosphere and schedule.

Opening Day through Closing Day:

- Supervise students on shuttle runs on arrival and departure days. This includes driving students in site rental vehicles, and potentially acting as a student escort in the airport.
- On a day-to-day basis, divide time between some or all of the following tasks. The office manager will determine how much time should be allocated to the various duties each day.
 - Perform office duties such as managing the front desk; covering telephones; conducting supply runs; running errands; picking up and sorting mail; escorting students as

necessary, and typing, filing, and photocopying. The office manager's procedures must be followed in carrying out these tasks.

- Assist with medical runs. This includes accompanying students to medical appointments on and off campus; communicating the provider's diagnosis and prescribed care to health office staff, the student's RA, the dean of residential life, and/or the office manager; and completing a Concern/Incident/Medical Report (CIMR).
- As requested by the office manager and residential life administrators, plan and conduct student activities and events, including weekend events. RPAs may take responsibility for activities on a rotating or daily basis, or they may work primarily on weekend events. The office manager will determine the RPAs' schedule in conjunction with the site director.
- Attend staff meetings, such as the daily RA meeting, as requested by the office manager or site director.
- Assume the duties of the RA in the following circumstances and at any other time as requested by the site director:
 - During the intersession period, beginning the afternoon of the Friday when the first session students depart and ending at noon on the Sunday when the second session students arrive, or in some cases for early arrivals or late departures.
 - When an RA leaves the program before its conclusion or if circumstances cause the residential team to be short-staffed.
- Assist in ensuring the health and safety of all students by following site medical protocols covered in orientation and written materials. As requested by supervisors, assist with health office logistics such as escorting students to/from the office or filing paperwork. Assist with urgent medical situations, which may require accompanying students to the ER or to off-campus clinics, monitoring students. Assist in adherence to COVID protocols.
- Complete a CIMR to document student illness, injuries, misconduct, property damage, or any other incidents that warrant a written record. Always check with the site director if unsure.
- In addition to performing assigned tasks, take initiative whenever possible in identifying other areas or projects that need to be tended to or completed for the site to continue operating smoothly.
- Submit a Clery Act exit survey, including providing any follow-up information as requested by JHU Campus Safety and Security.

After Students Depart:

- Ensure that any equipment borrowed or rented during the session is returned to the appropriate party in good repair.

- Assist with staff departure shuttles, if necessary.
- Assist with the packing, inventory, and storage of supplies.
- Depart the site with the permission of the office manager, site director, assistant program manager, and/or program manager.
- Provide the program manager for your site with an email and telephone number where you can be reached during the upcoming academic year.

Sample Daily Schedule

Here's what a day in the life of a Residential Program Assistant (RPA) looks like. Exact schedules will vary from site to site.

RESIDENTIAL SITES

RPAs work in shifts so this would be the shift based on RPA 1 who starts in the office. Supply runs happen 2-3 times a week instead of office shifts.

Morning

- Open the office and work the front desk for a morning shift, checking phone and email messages and answering phones throughout the shift
- Sign commuter students in
- Organize supply run

Afternoon

- Eat lunch and take a break for the early afternoon
- Help supervise late-afternoon student activities

Evening

- Eat dinner
- Staff the front desk for an evening shift, checking phone and email messages and answering phones throughout your shift
- Sign commuter students out
- Organize supply run requests

Weekends

- The office is open throughout the weekend, so a typical weekend day looks similar to a weekday.