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|  | MPP Position Description |

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| Name |  |

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| Working Title: | Associate Director for Residential Life | Classification: | MPP II |
| Department | Student Housing & Residential Life |

**PART I – STATEMENT OF DUTIES AND RESPONSIBILITIES:**

Relationships:

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| Reports to: | Executive Director for Student Housing and Residential Life |

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| Subordinate Staff: | Assistant Director for Residential Life Senior Coordinator for Residential Student Success Coordinator for Resident Student Success Administrative Support Assistant |

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| Internal Contacts: | Admissions & Records, Student Outreach and Recruitment, Academic Resources, College Faculty and Administration, Student Conduct, Basic Needs, VPSA Office |

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| External Contacts: | Chancellor’s Office, Community Based Partners |

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| Scope of Functions and Responsibilities: Reporting to the Executive Director for Student Housing and Residential Life, the Associate Director for Residential Life provides leadership and strategic direction for CSUN’s vibrant student housing communities and residential educational initiatives, serving as a central member of the Student Housing Leadership Team and sharing responsibility for the administration of the department with an annual budget nearing $30 million and a design capacity to serve approximately 3,540 residents. This includes 21 student residence halls (both suite and apartment style, maximum capacity of 3,200 single residents), 11 apartment buildings for students with families (maximum capacity of 340 residents in 114 apartments) and guest housing units. Services and programs coordinated by the Associate Director for Residential Life promote quality of life, well-being and personal development for students living on campus in facilities operating 24 hours, seven days a week.The Associate Director provides vision, guidance, and oversight for programmatic initiatives and student learning outcomes focused on academic success, student leadership, and community development - all grounded within a framework of equity, inclusion, and social justice. Effectively supervises all functions of the Residential Life unit, including strategic planning, program development, management of fiscal resources, human resource and performance management, professional and paraprofessional training and development, student learning and engagement, crisis intervention and critical incident response, and student conduct. The incumbent serves as administrator-in-charge in the absence of the Executive Director and other senior-level department personnel. This position is considered Essential Personnel and reports to work during campus closures/emergency situations, and is considered a mandated reporter under California’s Child Abuse and Neglect Reporting Act (CANRA). Evening and weekend work is occasionally required. |

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| Duties and Responsibilities: **Leadership, Strategic Planning & Assessment**• Develops and fosters shared vision, priorities and planning goals with Residential Life program that supports the mission of the Student Housing department and ensures the development of a welcoming, living-and-learning residential community that actively promotes inclusion, equity, and social justice.• Sets direction and coordinates assessment processes for Residential Life. Gathers, analyzes and evaluates data, and writes reports and correspondence related to all areas of job responsibility.• Models effective efforts in establishing and maintaining collaborative relationships with a wide diversity of stakeholders both on and off campus to ensure high quality and timely delivery of integrated services and programs grounded in a foundation of equity, inclusion and social justice. • Facilitates data driven approach to decision making and program design; establishes metrics, assessment and evaluation processes that demonstrate the value and impact of living within residence halls on student success (including persistence and graduation to degree).• Effectively fosters an engaging, productive, and welcoming culture within the department that actively promotes inclusion, equity and social justice within a diverse campus community.• Guides and oversees annual goal-setting processes to ensure continual improvement of Residential Life programs, services, processes, and procedures based on ACUHO-I best practices and CAS standards; identifies assessment strategies, and leads the programmatic evaluation and reporting activities associated with these objectives and outcomes.• Anticipates future housing trends and plans to accommodate those trends programmatically and in collaboration with key campus partners as needed.• Serves as a member of the Student Housing Unit Managers Team, which includes senior departmental representatives. This group is directly and jointly responsible for determining housing-wide policy and setting the goals and objectives for the housing program.**Administration and Management**• Establishes, in collaboration with the Executive Director and other Associate Directors, a broad range of goals, policies and procedures for the Residential Life area. Successfully oversees the Residential Life program, including all daily operations, programs, activities, and services. • Continuously guides the development, implementation, revision and documentation of all Residential Life policies, procedures, standards, and protocols; ensures completeness, accuracy and timeliness of key functions, programs, services, and reporting requirements. • Continuously analyzes work flow and operations of the Residential Life unit; sets priority for existing and new initiatives. Ensures successful implementation of hallmark programming, education and required training activities. • Collaborates closely with other managers regarding student support, event planning, food services, academic services, emergency preparedness, security, ethical development and conduct, counseling services and any other programs, services and functions that are necessary to maintain a high level of service, occupancy and environmental maintenance. • Proactively researches and adopts technologies that advances and maximizes department productivity, and also improves and facilitates the student experience. • Oversees the coordination of the Residential Life Conduct Process in close collaboration with the Office of Student Conduct and Ethical Development and the Department of Police Services. Compiles statistical data for Cleary/Title IX reporting and for review of the behavioral patterns in the residence hall environment. • Reviews and sets direction for departmental administrative systems including Residential Life area office organization/management, staff manuals and resource materials, various publications such as the Student Housing Handbook, residence hall opening and closing procedures and other administrative processes designed to facilitate student, staff and departmental programs and services and related web content.**Staffing, Training and Human Resources**• Builds competence of others through effective coaching, performance management, professional development planning and mentoring efforts. • Fosters effective communication and cooperation among diverse staff through structured and unstructured activities. Encourages a team-oriented approach that maximizes staff talents. • Directly supervises five full-time, professionals including an Assistant Director, a Senior Coordinator for Residential Success, a Coordinator for Residential Success, and an Administrative Assistant.• Responsible for recruiting and selecting a diverse staff of professionals in a variety of roles and functions. Strives to build a residential life staff that reflects the demographic make-up and thereby serves the needs of CSUN on-campus student body. • Indirectly supervises three Senior Community Directors, three Community Directors, three Assistant Community Directors, 73 resident advisors, and various other student assistants. Provides oversight for mid-year and final performance evaluation programs for para-professional staff. • Oversees, provides vision, and sets direction for the coordination of on-going staff training and development during the academic year for the in-residence staff and student leaders. Oversees and works closely with Asst. Director for Res Life to recruit and select a diverse staff of professionals and para-professionals for a wide variety of roles and functions. • Administers formalized performance appraisal processes for direct reports. Gives and receives feedback from all Residential Life staff on an ongoing basis• Works directly with Human Resources within department and campus regarding union issues and formal staff discipline and documentation.• Oversees, provides vision, direction and works closely with the Asst. Director for Res Life to coordinate extensive pre-Fall opening program. **Student Learning and Development**• Oversees, leads, and implements the design, implementation, and coordination of departmental strategies and interventions to respond to student needs and to promote learning and development.•Leads departmental efforts to assess student need and leads processes by which strategies to achieve students’ learning/developmental outcomes are identified and successfully implemented. • Ensures the effective development and execution of student learning goals, outcomes, and interventions designed to promote the quality of life, well-being and personal development of residents. • Maintains expertise and knowledge student learning theory and practice. Assists staff across the department to better understand and participate in student learning and development initiatives.• Collects, analyzes, and reports data to appropriate constituencies which may include the Housing Area Managers Team, Vice President Student Affairs office and involved faculty.• Identify, propose, and implement highly collaborative and well-coordinated strategies to expand opportunities for student engagement; ensure enhanced services to further promote a sense of well-being and belonging for students, and additional skill building for a diverse student population through programmatic and curricular experiences.• Develops and presents recommendations to the Executive Director for the improvement of established processes and practices, enhanced campus collaborations and the further implementation of residential life programming and initiatives that contribute to a vibrant, inclusive, and welcoming campus community for students.**Community Development, Programs & RHA**• Promotes the development of community living standards for individual floors and residence halls with a multicultural resident population that actively promotes student engagement, equity, and respect for diversity. Establishes and effectively maintains programs and services that foster belonging and inclusion within a diverse student population. • Oversees and ensures programs and services related to community safety and security are effectively developed and implemented. Propose and establishes effective programs and services related to community safety and security. Works closely with Asst Director for Res Life in conjunction with the Department of Police Services and Parking Services to ensure the education of residents of safety issues both on and off the campus. • Meets as needed with Department of Police Services Command Staff to discuss and debrief critical incidents; consults with Associate Director for Res Life on regular basis regarding incidents and community needs. Serves as representative to Student Affairs Behavioral Intervention Team.Oversees and directs annual review of residence hall theme living areas to determine whether programs will be renewed, eliminated, or new theme areas created. • Oversees, directs, and ensures that Welcome Week, the fall residence hall orientation program, is effectively administered and delivered to new residents. • Develops and maintains a strong active partnership with the Residence Hall Association's Executive Board. In conjunction with the RHA Advisor, develops and implements on-going training activities. • Works with the RHA Advisor to plan and coordinate leadership recognition events, ensure that election procedures are within university guidelines, and appropriate affiliations/collaborations on campus are maintained. **Budgeting and Fiscal Management**• Makes recommendations to Executive Director regarding formulation of department budget allocations. Works directly with Executive Director in developing budget forecast to ensure appropriate and accurate projection of yearly expenditures/encumbrance of necessary funds. • Makes all allocation decisions pertaining to program area and identification of funding needs and resources. • Approves expenditures, monitors spending, and maintains appropriateness of expenditures in accordance with university policies and procedures. • Ensures timely and accurate reconciliation of all financial transactions. Generates reports on regular basis and as requested by Executive Director. • Oversees and supports Residential Life staff to assure compliance with university-wide procedures and fiscal management guidelines. • Maintains a diligent focus on efficiency and careful stewardship of funds. Consults with Executive Director and administrative budget support staff as appropriate. **Student Behavior, Conduct, and Crisis Intervention**• Ensures compliance with student-resident conduct policies and procedures. Works closely and collaboratively with DPS, the VPSA office and other campus partners to adjudicate and/or appropriately refer complaints and support students as needed. • Oversees and ensures effectiveness in promoting ethical decision making and encouraging residents to take responsibility for their actions. Maintains appropriate knowledge of due process, university-wide regulations, housing policies, landlord-tenant law, and contract law. • Educates, trains and provides direction to the Assistant Director for Residential Life, Student Housing Judicial Coordinator and other Residential Life staff in meeting the department's student conduct goals, grounded within a foundation of equity, accountability and student development. • In conjunction with the Student Housing Judicial Coordinator, Executive Director and the Associate Vice President for Student Affairs, determines jurisdiction for adjudicating cases that have university-wide impact. • Guides Residential Life staff and directly counsels students, staff, and parents in crisis situations, psychological emergencies, medical emergencies, and sexual assaults. Works closely with University Counseling Services, Department of Public Safety, Student Health Center, and Associate Vice President for Student Life to respond to such issues. Ensures smooth referrals to on and off-campus support services. • Consults with Chancellor's Office legal counsel and Associate Vice President for Student Life on issues pertaining to contract interpretation, residential policy, and student conduct. • Serves as a primary administrator on-call. Evening and weekend work also occasionally required.**Additional Duties**• Participates on department, division, and university committees and task forces. Also participates in regional, state, and national organizations related to housing and residence life, student personnel, and student development.• Actively participates in professional organizations such as NASPA and ACUHO-I.• Along with other senior-level department personnel, serves as administrator-in-charge in the absence of the Executive Director of Student Housing and Residential Life.• Performs other duties as assigned. |

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| **Qualifications**: (*this section* *to be used only when a search is going to be conducted*): • Equivalent to graduation from an accredited four-year college or university with a Bachelor's degree in a job-related field. Master’s Degree in student affairs, higher education or related field strongly preferred. • Five years of progressively responsible professional/administrative experience within a university residential life/housing operation is required; with 2 of the five years in a managerial role required. • Experience supervising professional staff and managing comprehensive budgets within a Residential Life setting is required, preferably within a diverse four-year institution of higher education.**Knowledge, Skills, Abilities & Leadership** • Demonstrated leadership in developing and delivering inclusive and learning-centered programs and services that promote student success among diverse populations in student housing. • Demonstrated success in motivating and leading large and diverse staff, including represented and non-represented employees. • Demonstrated knowledge of JEDI (justice, equity, diversity, and inclusion) best practices and implementation with paraprofessional and professional teams. • Demonstrated ability to successfully manage complex crisis situations involving multiple stakeholders. • Highly developed and demonstrated understanding of student safety, emergency management and student behavior/conduct best practices. • Experience with facilities maintenance, renovation, planning and design. • Highly developed skills in budgeting and financial forecasting. • Highly developed strategic planning skillset. • Exceptional communication, interpersonal and supervisory skills. • Proven ability to develop and sustain student residential communities that value and promote equity and diversity. • Lead diverse teams to support the operational mission and vision of employers by fostering an ethical, inclusive, and collegial work environment. • Demonstrated ability to support ongoing improvement through courageous, resilient, and catalytic leadership. • Lead varying initiatives through a collaborative, service-oriented and communicative approach. • Demonstrated commitment to employee development, recognition, and accountability to further operational goals. • General knowledge and skill regarding computer software within their area of scope (I.e., StarRez, student judicial software, etc.) |

**SIGNATURES:**

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| Employee:  |  | Date: |  |
| Supervisor:  |  | Date: |  |
| Dean/Director: |  | Date: |  |
| Pres/Vice Pres: |  | Date: |  |