

Residential Learning Coordinator

The Residential Learning Coordinator (RLC) Is responsible for coordinating building and community aspects of a residential community; create a student community oriented towards the academic and social development of residents; responsible for formulating a community development plan that focuses on Individual student engagement and support, facilitated by paraprofessional staff that are hired, trained, supervised and evaluated by the RLC; perform administrative duties congruent with maintaining community standards, occupancy management and a safe and secure environment.

There Is a set of Core Responsibilities that all RLCs are responsible for. Each of the RLC positions may also have a focus area that they are responsible for.

- Traditional RLCs will focus on the responsibilities under the Administrative, Wellness and Engagement functional areas in a smaller community.
- Wellness RLCs will focus on the responsibilities under the Wellness functional area for a large community.
- Engagement RLCs will focus on the responsibilities under the Engagement functional areas for a large community.
- Virginia Tech Corps of Cadets (VTCC) RLC will focus on the responsibilities under the VTCC functional area.

Core Responsibilities

These responsibilities are shared by all coordinators.

- **Supervision**
 - Recruit, select, train, and supervise staff of undergraduate and/or graduate student leaders
 - Provide staff direction and development through weekly staff meetings and individual meetings
 - Conduct performance evaluation to determine development and performance needs of supervisees
 - Create and implement ongoing training and development for staff on an individual and group basis
- **Departmental and University Contribution**
 - Provide leadership for and/or participate in departmental committees
 - Create documentation reports and assessments for area of focus
 - Assist with the creation and implementation of HRL training for all levels of staff, under direction from supervisors and/or departmental leadership
 - Timely reporting of incidents in compliance with departmental/university protocols
 - Assist with special projects as assigned by Student Affairs and HRL

- Lead, participate and/or represent HRL at departmental/university-wide programs, events or experiences (e.g. Gobblerfest, Admission events, Orientation, Family Weekend, etc)
- Instruct academic course(s) affiliated with department and living learning programs as needed.
- Maintain office hours and respond to student, parent and stakeholder needs through visibility and availability
- Participate in evening and weekend on-call duty for residential campus
- Serve as a hearing officer for student conduct related incidents; complete student conduct paperwork for cases and sanction follow-up by stated deadlines; facilitate conduct conversations as directed by student conduct
- Other duties as assigned

Administrative RLC Focus:

Several of the RLC positions will focus on coordinating the administrative functions within assigned community(ies), with a primary function on communications and operations, including occupancy management, facilities and training. This staff member will serve as a liaison and work closely in partnership to Housing Services, Hokie Passport, and Facilities.

In addition to the common responsibilities, the Administrative RLC will also have the following responsibilities:

- **Occupancy Management**
 - Oversee Roster Verification process at the beginning of each term
 - Manage room inspection process
 - Oversee no swipe process
 - Serve on the contract cancelation review committee
 - Coordinate room change request process
 - Assist with housing assignments as needed
 - Assist with LLP Application process
 - Create and audit roommate agreement process
 - Manage StarRez Processes for assigned community
 - Document StarRez procedures used to support standard processes
 - Develop and execute ongoing StarRez training for coordinators and student staff
 - Create and maintain coordinator StarRez dashboards
 - Generate and create reports or as scheduled or requested by coordinators
 - Review and standardize communication templates
 - Review and submit updates for online forms
 - Assist with staffing main office front desk
 - Assist with monitoring and responding to departmental email
 - Liaison to Housing Services, Fire Safety, Maintenance and Housekeeping
 - Manage scheduling and logistics for departmental wide events, such as opening, closing, etc

- **Facilities**
 - Review and follow up on facilities incident reports
 - Process fire marshal inspection reports and refer to Student Conduct as appropriate
 - Send fire alarm notifications
 - Oversee damage billing process
 - Create and audit health and safety inspections, coordinate student staff to complete inspections, and refer to Student Conduct as needed
 - Manage abandoned property process
 - Complete coordinated walk-throughs of assigned residential buildings

Engagement RLC Focus:

Several of the RLC positions will have a focus on Engagement, specifically on coordinating processes and opportunities focused on student engagement, exploration and understanding of the Aspirations for Student Learning, creating connections with other individuals, their assigned residential communities, and the University as a whole, and on enacting ExperienceVT in the residence halls.

These staff members will serve as a liaison and work closely in partnership with the Office of Learning Partnerships, Office of Living-Learning Programs, Student Engagement and Campus Life, and VT Engage.

In addition to the common responsibilities, the Engagement RLC will also have the following responsibilities:

- **Student Engagement -**
 - Create and facilitate inclusive community development plan that supports individual and community growth, and augments goals of any scholarly affiliated living learning program
 - Implementation of all HRL ExperienceVT initiatives, including foundational experiences and ExperienceVT map
 - Regularly attend hangouts and programs in assigned community
 - Oversee budget for ExperienceVT initiatives
 - Approve, track and assess ExperienceVT initiatives and programs through StarRez programming module
 - Support student staff in pursuit of individual student relationship building and community development
 - Advise and support student hall leadership responsible for hall governance and community development initiatives
 - Create avenues for leadership development through hall governance and National Residence Hall Honorary
- **LLP Specific responsibilities (as assigned)**
 - Attend LLP steering committee meetings/program director meetings

Wellness RLC Focus:

Several of the RLC positions will focus on Wellness, specifically on coordinating processes and opportunities focused on holistic student wellness, leading out on student case management and focusing on crisis response.

These staff members will serve as a liaison and work closely in partnership with Rec Sports, Dean of Students, Cook Counseling, Women's Center, Title IX, Conduct, Services for Students with Disabilities, Schiffert Health Center, and Hokie Wellness

In addition to the common responsibilities, the Wellness RLC will also have the following responsibilities:

- **Wellness Initiatives -**
 - Create and facilitate inclusive community development plan that supports individual and community growth, and augments goals of any scholarly affiliated living learning program
 - Advise and consult with residents regarding social, educational, and academic concerns and initiate appropriate referrals and interventions
 - Implementation of all HRL Wellness initiatives
 - Regularly attend hangouts and programs in assigned community
 - Oversee budget for HRL Wellness initiatives
 - Approve, track, and assess Wellness initiatives and programs through StarRez programming module
- **Case Management -**
 - Conduct mediation and conflict resolution, including following up with roommate agreements
 - Confront and discuss behavior issues impacting individual rights, social justice issues, inclusive excellence and community standards.
 - Provide on-going support and follow up for students in crisis, support departmental response efforts to crisis
 - Follow up on incident reports and make appropriate contact with students to close reports
 - Coordinate building staff duty coverage scheduling

Residential Learning Coordinator for the Corps of Cadets

These RLC will work directly with our Virginia Tech Corps of Cadets (VTCC). The Corps of Cadets residential community is a multigenerational community which is comprised of 1000 plus leadership minded students who strive to become world class leaders through hands on experience in through the Corps of Cadet, ROTC or Citizen Leader Track. VTCC RLCs, will work hand in hand with the Commandants staff focusing on student wellness, crisis and case management, housing services, community development.

These staff members will serve as a liaison and work closely in partnership with the Commandants staff, Dean of Students, Cook Counseling, Women's Center, Title IX, Conduct, SSD, Schiffert, Hokie Wellness, Housing Services, Maintenance, Housing Keeping, Facilities, Hokie Passport

In addition to the common responsibilities, the Corps of Cadets RLC's will also have the following responsibilities:

- **Case Management (50%)-**
 - Confront and discuss behavior issues impacting individual rights, social justice issues, inclusive excellence and community standards.
 - Provide on-going support and follow up for students in crisis, support departmental response efforts to crisis
 - Follow up on incident reports and make appropriate contact with students to close reports
 - Timely reporting of incidents in compliance with departmental/university protocols
 - Serve as a hearing officer for student conduct related incidents; complete student conduct paperwork for cases and sanction follow-up by stated deadlines; facilitate conduct conversations as directed by student conduct
 - Conduct mediation and conflict resolution, including following up with roommate agreements

- **Occupancy Management and Facilities (35%)**
 - Assist with housing assignments and room change request for Corps of Cadets including but not limited to out processing and room changes
 - Oversee Roster Verification process at the beginning of each term
 - Manage room Inspection process
 - Oversee no swipe process
 - Serve on the contract cancelation review committee
 - Manage StarRez Processes for Corp of Cadets
 - Create and document StarRez procedures as implemented with Corps of Cadets
 - Create and maintain Corps of Cadets coordinator dashboards
 - Generate and create reports or as scheduled or requested by coordinators and campus partners
 - Review and submit updates for Corps of Cadets online forms
 - Review and follow up on facilities Incident reports

- Process fire marshal Inspection reports and refer to conduct as appropriate
- Send fire alarm notifications
- Create and audit health and safety Inspections, coordinate student staff to complete Inspections, refer to conduct as needed
- Complete coordinated walk-throughs of assigned residential buildings
- **Wellness and Engagement Initiatives (15%) -**
 - Create and facilitate inclusive community development plan that supports individual and community growth, and augments goals of Corps of Cadets
 - Advise and consult with residents regarding social, educational, and academic concerns and initiates appropriate referrals and interventions
 - Implementation of HRL ExperienceVT initiatives, including foundational experiences and ExperienceVT map
 - Regularly attend hangouts and programs in community
 - Oversee budget for Wellness and ExperienceVT initiatives
 - Support student staff in pursuit of individual student relationship building and community development
 - Advise and support student hall leadership responsible for hall governance and community development initiatives
 - Create avenues for leadership development through hall governance and NRHH