**Apartment Community Adviser (CA) Job Description**

The Department of Residence is committed to the development of living/learning communities which foster intellectual and personal growth. We want students to be aware of campus resources, utilize effective learning strategies, and engage in activities designed to stimulate academic achievement and social development.

The CA is responsible for developing a strong community that welcomes and supports all community members. The CA establishes a personal relationship with each student living in their community in order to become a resource for personal issues and co-curricular opportunities. In addition, the CA advises and provides training for the leadership in their community. The CA is responsible for ensuring that students have access to programs and services designated to support personal and academic success.

CA’s work collaboratively with other departmental staff and student leaders to provide resources, offer advice, and facilitate programs, interactions, and activities that contribute to student success. In addition, CA’s are supervised by professional and graduate community managers.

**Compensation**
- Free Housing in an assigned apartment, single or shared based on availability
- Community advisers are able to choose roommates
- A stipend of $325.00 paid out 4 times per semester

**Minimum Qualifications and Position Requirements**
- One FULL semester of community living experience (residence hall, apartment community, boarding school, military barracks, etc.) completed at the time of application
- Established ISU or Transfer GPA at the time of application
- Must have a 2.5 cumulative GPA and achieve a semester GPA above 1.75
- Students with current judicial standing of Conduct Probation, Deferred Suspension or who have been removed from the residence halls are not eligible to hold staff positions.

**Core Competencies**
- Commitment to academic success
- Outstanding verbal and written communication skills
- Ability to work collaboratively and productively with several different constituencies
- Ability to assist diverse student populations in developing a positive community
- Commitment to leadership development
- Self-motivation
- Problem-solving skills
- Critical thinking skills
- Computer literacy
- Strong organizational and administrative skills
- Ability to manage time
Responsibilities

- **Community Development**
  - Assess and respond to the needs of residents and further the goals of the Department of Residence
  - Perform Knock & Talks in the community to educate residents on who you are and departmental expectations
  - Develop and implement programs and activities that welcome new students to ISU and encourage community development
  - Develop and maintain on-going relationships with community members
  - Develop availability plan with supervisors to meet resident needs

- **Leadership**
  - Attend all required fall and winter student staff orientations prior to the move-in of the community, as well as on-going training throughout the year
  - Attend all community social and educational events planned by the CA staff and the Community Council
  - Assist community leaders in the development of their leadership skills
  - Promote leadership opportunities within the community and the Department of Residence

- **Understanding and Appreciating Human Differences**
  - Create inclusive communities for individuals of all backgrounds including, but not limited to, socio-economic, cultural, religious backgrounds, racial backgrounds, sexual orientations, gender identities and expressions, and abilities.
  - Ability to work effectively in cross-cultural situations
  - Willingness to learn from, with, and about others
  - Develop an environment that encourages and supports residents' personal growth
  - Examine one’s personal identities as it relates to performing the responsibilities of the CA position

- **Resource and Referral Agent**
  - Serve as a liaison between residents and the Department of Residence
  - Be alert to and act as a referral agent for the mental and physical health needs of residents
  - Communicate with and utilize the Apartment Community Manager/Graduate Apartment Community Manager in assessing student issues and developing appropriate responses
  - Develop working knowledge of the on-campus resources available to assist residents in their health and well-being
  - Maintain confidentiality regarding conversations with residents according to departmental expectations

- **Policy Enforcement**
  - Respond to emergency situations such as illness, fire, tornado, etc.
  - Share emergency evacuation procedures with community members
  - Communicate with the supervisor on-call according to departmental expectations
  - Intercede and document when there is a violation of the Department of Residence Policy Handbook and/or Student Code of Conduct

- **Collaboration**
  - Collaborate with campus partners for programs, referrals, and other needs as appropriate
- Collaborate with custodial staff, facilities staff, Dining, and other DoR constituencies as necessary to address community and student needs
- ISU West and Legacy CAs will also maintain relationships with leasing partners

**Administrative**

- Iowa State University West Apartments and Legacy Tower Community Advisers work up to four hours per week managing the mail delivery and office management in their communities
- Iowa State University West Apartments and Legacy Tower Community Advisers assist residents in managing utilities and maintenance requests through the leasing property managers and vendors
- Conduct weekly walk-through of your area and report facilities issues to your supervisor
- Perform scheduled on-call shifts
- Provide on-call coverage during all University breaks
- Complete all necessary reports (incident reports, weekly reports, etc.) professionally, thoroughly, and on-time
- Attend and actively participate in meetings (CA staff, one on ones with supervisor, etc.)
- Actively participate in the move-in/move-out processes for the community, arriving before classes and remaining after classes have ended
- Be available for special situations and/or assignments. For example, surveys, community events, and high profile university events