

## MONASH RESIDENTIAL SERVICES THE ROLE OF A VOLUNTEER RESIDENT ADVISOR (IT)

### CONTEXT

The first four [Mission Goals](#) of Monash Residential Services (MRS) are to provide and develop an environment within each location on campus that:

- Provides care, support and enrichment in academic, cultural, personal, social and recreational matters.
- Has regard for the individual and group needs bearing in mind the multicultural nature of each residential location and the wider Monash University community.
- Recognises and values diversity such as nationalities, beliefs, abilities, talents and interests, ensuring inclusive communities.
- Creates opportunities for mutually beneficial interaction between members.

Monash Residential Services gratefully acknowledges that there are current residents who demonstrate a strong commitment and willingness to undertake and be involved in a range of voluntary activities, programs and initiatives that contribute to the enhancement of community life in their Hall or Site and wider residential community.

A RA role is a voluntary role that provides community support, engagement and development. It demonstrates a strong commitment to actively participating in enriching and promoting community life within the Hall and wider residential community. As an acknowledgement of the contribution to residential communities made by volunteer Resident Advisors, an [MRS Resident Advisor Scholarship](#) is offered to residents.

### ELIGIBILITY FOR SCHOLARSHIP

To be eligible applicants must:

- Be an Australian or New Zealand citizen or holder of a permanent resident visa or humanitarian visa, or
- Be an international student, and;
- Maintain full-time enrollment. Exemptions for this requirement must be sought from the Director, Monash Residential Services in writing;
- Have minimum of a pass grade average (50%) in the previous academic year, and;
- Be a current resident with Monash Residential Services, and;
- Be appointed a volunteer Resident Advisor with MRS.

### RETENTION OF SCHOLARSHIP

To retain a volunteer Resident Advisor scholarship, the holder must:

- Remain in residency with Monash Residential Services
- Maintain full-time enrollment. Exemptions for this requirement must be sought from the Director, Monash Residential Services in writing;
- Not be in breach of any current [Monash Residential Services – Conditions of Residency](#)
- Not be in breach of [Academic, Research and or General Misconduct](#)
- Maintain a minimum pass Weighted Average of 50%;
- Maintain the support of the Residence's College Head through ongoing contact and contribution to your

- residential community and MRS more broadly.
- Maintain your role as a current volunteer Resident Advisor.
- Adhere to the MRS Expectations of a volunteer Resident Advisor (as outlined below)

## EXPECTATIONS OF A CENTRAL VOLUNTEER RESIDENT ADVISOR

The Expectations set out below are a means to achieving the above Mission Goals and are to be fulfilled in collaboration with, and support of, the whole of the Residential Support Team of each residential hall or MRS site. The central expectation is that RAs will be the model resident – actively promoting the values and expectations of MRS in their actions (both formal and informal).

RAs are expected to inform their College Head or other appropriate person(s) at MRS of information which is important to the residential community and/or has the potential to impact the experience of residents or the reputation of MRS – RAs must disclose to their College Head or other appropriate person(s) at MRS, any personal conduct or situation(s) outside of MRS, within the University or wider community, which has the ability to influence the reputation of the RST and detrimentally impact MRS.

Volunteer Resident Advisors are expected to complete mandatory training requirements & supply supporting documentation outlined in the application form and may be directed to complete further training if new requirements/courses are added.

## EXPECTATIONS OF A VOLUNTEER RESIDENT ADVISOR (IT)

All tasks as outlined below will be undertaken with support from the Support Systems Coordinator.

- Provide basic IT network support to residents through
  - Management of the MRS 'IT Helpdesk' Role account (mrs-ithelp@monash.edu)
  - Email, social media interactions, or phone conversations with RAs
  - Directly visiting residents or meeting them in a communal area
  - Working with an MRS Site Manager or delegate for difficult to resolve issues.
- Run IT related functions or events throughout the year – suggestions below
  - LAN party
  - IT information sessions
  - Video Game Tournaments
  - Class Connect Sessions or Academic Faculty Nights (in collaboration with Academic RAs)
  - A 'How To' live sessions or videos

## VOLUNTEER RESIDENT ADVISOR (IT) OVERVIEW

The MRS volunteer Resident Advisor (IT) will provide assistance to RAs particularly where the RA is having difficulty in solving resident issues connecting their computer to the Monash IT network. The volunteer Resident Advisor (IT) will be expected to coordinate and run Central IT-related events, at least one per semester.

### AIM

- To provide 'timely' technical assistance to RA's and residents in matters relating to network IT issues.
- To encourage participation in IT related functions and events or information sessions held either over the network or at a specific location.
- To report to and participate in the MRS Network Advisors committee

## VOLUNTEER RESIDENT ADVISOR (IT) ROLE OUTLINE & RELEVANT SKILLS

All tasks as outlined below will be undertaken with support from the Support Systems Coordinator and IT Committee.

- Meet with the Support Systems Coordinator in November to develop a yearly action plan - which will include, but is not limited to, the IT Programs outlined previously.

- Complete relevant training outlined in the RA Application process
- Chair (when appropriate/necessary with agenda and minutes, provide a report when required) and coordinate the MRS-wide resident IT Committee – where programs and initiatives are developed and planned
- One co-chair is required to attend the Residents' Committee meetings (co-chairs can alternate attending these meetings)
- Communicate effectively with all the IT representatives at Clayton and Peninsula..
- Broadly advertise achievements and events through posters and the MRS social media.
- Oversee central MRS social media accounts linked to the relevant Committee
- Very strong knowledge of the Monash University IT network
- High affinity with computer IT related technology
- Ability to analyse IT problems and find appropriate solutions
- Good knowledge of Monash University IT policies and adherence to them

The volunteer Resident Advisor (IT) will be provided with guidelines by the Support Systems Coordinator to assist them with tailoring their contribution to the specific needs of the residential community. Volunteer Resident Advisors (IT) are not employees of MRS or the University and should ensure that they do not represent to students, staff or others that they are employees of MRS or the University. A resident's voluntary contribution to their Hall and wider residential community as a volunteer Resident Advisor (IT) does not carry any commitment by MRS or the University, for future employment opportunities.

## OTHER ITEMS OF CONSIDERATION

- Monash Residential Services reserves the right at any time to advise residents they no longer require their voluntary contribution to the community as a volunteer Resident Advisor.
- Volunteer Resident Advisors may be required to move a designated room to undertake the role.
- All residents living at a Monash Residential Services site, whether they are residents or residents who have offered to be volunteer Resident Advisors:
  - are bound by the terms of their individual Residency Agreements;
  - accept and acknowledge that they will abide by MRS Accommodation Fee Regulations, the Conditions of Residency and other regulations as are specified on the MRS web page.
  - must pay all requisite fees at the times specified;
  - accept all other such regulations as are specified in volunteer Resident Advisor online induction and to abide by the disciplinary authority of the College Head, MRS Site Managers or other appropriate persons.

## REWARDS

In addition to the possibility of a MRS volunteer Resident Advisor Scholarship, the role of a volunteer Resident Advisor (IT) provides the opportunity to:

- Contribute to community development and social change
- Form friendships with like-minded students from different faculties
- Access to specialised training programs
- Develop your leadership, communication and teamwork skills
- Gain valuable experience for your CV
- Participation recorded on your Australian Higher Education Graduate Statement
- Receive a volunteer Resident Advisor Scholarship in recognition of your contribution to MRS