

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

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 the 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

View the latest eligibility requirements on the [Scholarships website](#).

This will provide you with information on:

- Eligibility requirements
- Benefits
- Selection criteria
- Retention of scholarship
- Applying

RETENTION OF SCHOLARSHIP

View the latest scholarship retention requirements on the [Scholarships website](#).

EXPECTATIONS OF A VOLUNTEER RESIDENT ADVISOR

Volunteer Resident Advisors contribute to the creation of a Residential Support Team within their Hall. The Expectations set out below are a means to achieving the above Mission Goals and are to be fulfilled in collaboration with, and in 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 people 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 people at MRS, any personal conduct or situation(s) outside of MRS, within the University or wider community, which can influence the reputation of the Residential Support Team 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.

Broadly, the expectations of RAs within their residence fall into the following 5 categories:

1. Community Support

- Provide a first point of reference for support to residents and refer residents to the appropriate Residential Support Team Officer (RSTO) (College Head, Deputy College Head, Residential Support Assistant) to deal with their problem where required.
- Demonstrate leadership and support in an allocated stairway/floor/unit etc.
- Engage in a respectful, appropriate manner with every person in an allocated stairway/floor/unit etc.
- Be aware of attitudes and behaviour patterns of the residents in the stairway/floor/unit etc (as well as the wider residential community) and refer any concerns or issues to the appropriate RSTO to address.

2. Living Environment

- Deal with minor conflicts and breaches of rules and regulations, and refer breaches and incidents to the College Head.
- Maintain effective relations with residents and resolve problems that may arise between residents constructively and fairly.
- Uphold and model exemplary behaviour and conduct by adhering to the rules and regulations of MRS and be a good role model for general codes of behaviour.

3. Promotions/Information

- Develop information sheets, flyers, newsletters and / or social media content as a means for promoting activities and for disseminating educational information.
- Display and distribute notices, forms, and surveys generated by MRS or your own residence. Follow up with residents for completion and return of forms and surveys.
- Be active within social media communities – promoting MRS and Residence activities in an appropriate manner
- Provide information regarding studies, MRS, events, facilities, the local area etc.

4. Community Development

- Actively promote and participate in community life.
- Promote and support cultural lifestyle diversity by organising and participating in social, recreational and educational activities.
- Have a strong involvement and presence during the orientation period (Semester 1 and Semester 2).
- Monitor the specific needs and requirements of 1st year students and assist in the assimilation of various cultures, age groups, etc. within the residences.
- Help residents develop respect for other residents and the property of their residence and MRS.
- Encourage residents to participate in all residential activities.
- Actively promote to fellow residents MRS' initiative towards energy reduction by reducing and or recycling waste and conserving resources.

5. Social/Recreational

- Organise a variety of activities/functions throughout the residential year that cater to the diversity of the community.
- Provide support and guidance to any resident committee, resident focus group and/or residents' society.
- More specifically, residents may be invited to explicitly contribute to one or more aspects of their residential hall community in their role – for example, facilitating activities associated with:
 - Community functions and events;
 - Sports and recreational activities;
 - Information technology activities;
 - Promoting multicultural understanding, academic skills and environmental initiatives;
 - Health and well-being.

All volunteer Resident Advisors will be provided with guidelines by MRS and the relevant College Head to assist them with tailoring their contribution to the specific needs of their residential community, and will be offered a range of training relevant to their role.

Volunteer Resident Advisors 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 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, regardless of their role:
 - 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 specified in the volunteer Resident Advisor online induction and abide by the disciplinary authority of the College Head, MRS Site Managers or other appropriate persons.

CHALLENGES

Volunteer Resident Advisors may reasonably expect to encounter challenges within their role. All efforts will be made to provide volunteer Resident Advisors with training and support to deal effectively with these challenges, some of which may include:

- Dealing with residents who may not listen to reason.
- Sometimes feeling like the residents do not appreciate their efforts.
- Balancing work, study and personal time with the contribution to the residential community.
- Being committed to ongoing personal development and challenging preconceived ideas/values.
- Being tolerant of interruptions to personal time.
- Understanding that they will be privy to information that is not to be discussed in the wider MRS community – understanding the importance of individual privacy as well as procedural and operational matters which must not be discussed outside of the formal Residential Support Team.

REWARDS

In addition to the possibility of an MRS volunteer Resident Advisor Scholarship, the role of a volunteer Resident Advisor 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