

MONASH RESIDENTIAL SERVICES THE ROLE OF A 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.

(<http://www.monash.edu/accommodation/contact/about-us>)

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.

As volunteers, Resident Advisors cannot be rostered 'on-call' – their contribution to their hall is entirely voluntary - and is essentially a community support, engagement and development role which demonstrates a strong commitment to actively participating in enriching and promoting community life within their Hall and wider residential community. As an acknowledgement of the contribution to residential communities made by Resident Advisors, an MRS Resident Advisor Scholarship may be offered to residents.

(<http://www.monash.edu.au/students/scholarships/mrs-residential-advisor.html>)

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;
- Be a current full-time undergraduate, honours, or postgraduate student enrolled at a Monash campus in Australia (subject to special consideration from the Director, Monash Residential Services), and;
- Be a current resident with Monash Residential Services, and;
- Have been appointed a Resident Advisor with Monash Residential Services

RETENTION OF SCHOLARSHIP

To retain a Resident Advisor scholarship, the holder must:

- Remain in residency with Monash Residential Services
- Maintain a full-time enrolment, variation to this is subject to special consideration from the Director, Monash Residential Services; written permission must be sought from the Director for a RA scholarship to be granted/retained should a RA move from a full-time

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to a part-time enrolment;

- Not be in breach of any current *Monash Residential Services – Conditions of Residency* (refer <https://www.monash.edu/accommodation/accommodation/regulations-and-policies/conditions-of-residency>);
- Maintain a minimum of a pass weighted average mark of 50% (Fifty percent);
- Maintain the support of the Residence's College Head as an appropriate, designated community leader in their Residence – as a result of ongoing conduct and contribution to their residential community and MRS more broadly.

EXPECTATIONS OF A RESIDENT ADVISOR

Resident Advisors are expected to uphold and model exemplary behaviour and conduct and be an example to others as well as an ambassador for their Residence and Monash University. The conduct of Resident Advisors is expected to be at an exceptional level at all times within Residence as well as when the resident is (reasonably perceived as) representing or engaging in activities associated with their Residence or MRS.

Resident Advisors are expected to complete any requirements outlined in the application form for Resident Advisors, including, but not limited to:

- Completing accredited Mental Health First Aid Training
- Obtaining a Victorian *Working with Children Check (Volunteer)* card
- Completing Monash University Equal Opportunity online training
- Fulfilling any designated MRS Required Training Commitments – as outlined in the application and appointment process.

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 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 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.

EXPECTATIONS OF A RESIDENT ADVISOR – IT COORDINATOR

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

- Provide IT network support to residents through
 - Management of the MRS 'IT Help' 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.
- Coordinate and attend MRS IT network committee when appropriate and necessary and provide a report when required.
- Maintain an active presence on the MRS IT RA Facebook Group – providing support and advice to RAs across MRS residences, as well as a forum for discussing IT related activities and events.
- Run IT related function or event per semester – suggestions below
 - LAN party
 - IT information session
 - A 'How To' session

- o HTML 101
- o FAQ session
- o Making friends with your local printer

IT COORDINATOR OVERVIEW

The MRS IT Coordinators will provide assistance to RAs particularly where the RA is having difficulty in solving resident issues connecting their computer to the Monash IT network. This support will be 7 days a week, although without specified time commitments or scheduled availability. The IT coordinators will 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

RELEVANT SKILLS REQUIRED

- 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 Resident Advisor (IT Coordinator) will be provided with operating guidelines by the Support Systems Coordinator to assist them with tailoring their contribution to the specific needs of their residential community, and will be offered a full range of training relevant for their role.

Resident Advisors (IT Coordinator) 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 Resident Advisor (IT Coordinator) 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 Resident Advisor.
- All residents living at a Monash Residential Services site, whether they are residents or residents who have offered to be volunteer Resident Advisors:
 - o are bound by the terms of their individual Residency Agreements;
 - o 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.
 - o must pay all requisite fees at the times specified;
 - o **accept all other such regulations as are specified in 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 Resident Advisor Scholarship, the position of a Resident Advisor (IT Coordinator) 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 Resident Advisor Scholarship in recognition of your contribution to MRS