House Managers (HMs)

House Managers (HMs) are directly supervised by an Area Coordinator, with assistance from a Head Resident. House Managers are responsible for supporting the mission of their house and meeting the needs of their residents, maintaining community standards within their house, and supporting the house mission. House Managers play an important role in establishing a community environment conducive to maximum academic, personal, and social development, maintaining healthy and safe living conditions, and providing overall support of the mission of Residential Life.

Core Duties:

Community Development
- Strive to create a sense of community and mutual respect within the living unit with an emphasis on courtesy, consideration, contribution, involvement, and adherence to University and Residential Life policies.
- Inform all residents about the Community Standards, the Code of Non-Academic Conduct, the Honor Code, and the processes of the Student Judicial Board as outlined in the Student Handbook.
- Facilitate ongoing discussions related to Engagement Contract, roommate agreements, and chore charts for their house as well as responding what community members expect of each other and the response if a resident member is not living up to those expectations.
- Be available, approachable and visible to students in assigned living environment to assist with personal, social, academic and general resources.
- Maintain availability, accessibility and visibility to the residents.
- Hold house meetings as well as individual interactions on a regular basis to discuss community standards, mission-based events, and resident well-being, programming ideas as well as to discuss and/or resolve issues/concerns within the community.
- Collaborate with the Offices of Public Safety and Campus Fire Safety to educate students about pertinent safety issues and prevention.
- Be available during emergency situations to assist in assuring the safety and security of residents. NOTE: At the discretion of the director of Residential Life, this position can be deemed essential during emergency situations. This means that while other students may be encouraged to vacate campus, ResLife student staff are required to remain at Wesleyan to assist in community responses.

Education
- Plan and implement learning strategies as well as mission-based events with residents to both meet their needs and support the community’s mission.
- Educate residents regarding the Program House Evaluation Guidelines each semester.
- Assist in the coordination of peer education workshops for the area as appropriate.
- Support resident-led initiatives and encourage participation in other University-sponsored events.

Education/Programming Residential Curriculum
- Assess the needs and wants of the house members and Wesleyan community in accordance with the department’s educational priority. Plan and implement programs, learning strategies as well as mission-based events for and with residents to both meet those needs and support community mission.
- Educate residents regarding the Program House Evaluation Guidelines process each semester.
- Utilize the Program House Commitment Standards to track programmatic requirements and resident involvement. Complete timely Learning With Strategy forms to document curriculum fulfillment.
- Actively support resident-initiated programming events and encourage participation in other University-sponsored events/initiatives.

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Communication/Administration

- Work closely with Central Staff on duty in responding to and resolving crises.
- Attend weekly staff meetings and regular individual (one-on-one) meetings with your Area Coordinator and/or Head Resident.
- Keep the Area Coordinator and Head Resident informed of incidents and concerns related to residents, and notify the professional staff on duty when appropriate.
- Follow-up on phone calls and e-mail on a daily basis; check mailbox at least every other day.
- Assist in the administration of opening/check-in at the beginning of each semester, closing, room changes, and other tasks as outlined by the offices of Residential Life and Physical Plant.
- Remain on-campus until the residential areas are closed for each break period and assist in the closing and securing of all program houses (specific dates are available in the House Manager contract).
- Assist in the recruitment, selection, and interview processes for para and professional staff.
- Maintain an effective, consistent and timely sharing of information with the Office of Residential Life via administrative reports (i.e. communication reports, lesson plan evaluations, etc.).
- Maintain an effective, consistent and timely sharing of information with the Office of Residential Life via administrative reports (i.e., bi-weekly reports, programming/learning with Strategy forms, communication reports, etc.).
- Assist with the implementation of the Program House selection process and actively recruit house members in both the fall and spring semesters, including but not limited to House Hopping Day and the Program Housing Fair.

Advising/Counseling/Referral

- Meet regularly with residents to bolster individual connections. Hold regular individual interactions with residents.
- Assist students in resolving situations of concern by remaining professional and respecting confidentiality while keeping supervisors updated and informed.
- Be aware of the various campus and community resources available to students and make appropriate referrals as needed.
- Recognize when a concern is beyond an HM's level of comfort and competence, and refer students to the many resources available to them.
- Address and report inappropriate conduct in residential facilities.
- Assist other University personnel in the early intervention of situations, such as roommate or housemate concerns, utilizing conflict resolution practices.
- Get to know students of the area well enough to recognize behavioral changes or patterns that may require intervention. Inform and inform the Area Coordinator of such concerns.
- Respond promptly and professionally in crises; know appropriate protocol as outlined in the Staff Manual.

Overall Expectations:

Selection and Training

House Managers (HMs) are expected to:

- Return to campus in advance of the residents each semester (specific dates are outlined in the contract) for a comprehensive training session.
- Act responsibly during the training and not engage in behavior that might impair one’s ability to participate fully.
- Participate in staff selection-related activities for both para and professional staff, including recruitment, and interviewing.

Job Performance

- Act in accordance with the philosophy, objectives, and standards of the University and the Office of Residential Life; maintain a standard of personal conduct commensurate with the
responsibilities of this position. Understand that House Managers are representatives of Wesleyan University and role models at all times. Being a good role model includes but is not limited to situations involving alcohol consumption, dating relationships with residents, and participation in public forums and electronic communities.

- Adhere to University policy as well as local, state, and federal laws.
- Maintain satisfactory academic and judicial status as outlined in the Staff Manual.
- Participate in a formal evaluation process once each semester, informal evaluation should occur regularly between the House Manager and the Area Coordinator.
- Understand that any job performance deemed unsatisfactory will be handled in accordance with the Staff Discipline Process as outlined in the Staff Manual.
- Be prepared for evening and weekend responsibilities, both during training and the academic year.
- Understand that changes may be made to this job description based upon review of departmental policies and procedures to ensure that we are best serving the Wesleyan community.

Remuneration

- Sophomore House Managers will receive a stipend of $3,075.28 for the full academic year, junior and senior HMs will receive a stipend of $4,919.50. Paychecks are monthly.

Revised January, 2020