

**THE RESURRECTION PROJECT  
LA CASA STUDENT HOUSING**

**Position Title**           **LA CASA COMMUNITY ASSISTANT**

**Supervisory Relationship**     Director of La Casa Student Housing

**Organization General Description**     The Resurrection Project began in 1990 with an initial seed capital of \$30,000, which has leveraged into \$431 million in community reinvestment through homes for ownership, rental housing, and community facilities. TRP has empowered more than 56,600 individuals, developed 773 units of affordable housing, and created over 264,000 square feet of community commercial space, creating vibrant, healthier, and involved communities. For more information about The Resurrection Project, please visit [www.resurrectionproject.org](http://www.resurrectionproject.org).

**General Job Description**           Under the supervision of the Director of La Casa, the La Casa Community Assistant is responsible for the oversight of student housing and resource center facilities and for creating a welcoming and inclusive living-learning community within La Casa, an initiative of The Resurrection Project. The position is comparable to what many higher-education institutions call a "Resident Assistant" or "RA."

The La Casa Community Assistant must serve as peer mentor, role model, community builder, resource person, and activity coordinator. A primary responsibility is to initiate relationships with residents, committing a significant amount of time getting to know residents and generating enthusiasm to bring students together to engage in social, cultural and community activities.

The La Casa Community Assistant must also be instrumental in ensuring that La Casa properties remain safe and secure places of residency and that all policies are upheld.

A successful La Casa Community Assistant must be able to communicate effectively and respectfully, and to respond appropriately and with confidentiality when discussing sensitive information. This position requires a high level of sensitivity, understanding, self-confidence, and strength of character. In addition, the La Casa Community Assistant is expected to be a strong team player. Frequent collaboration with La Casa Program Staff and TRP Property Management staff is expected.

**Primary Job Duties and Responsibilities**

**COMMUNITY DEVELOPMENT**

- Initiate contact on a regular basis and establish relationships with all floor residents to help students acclimate to their new environment, and to assess their needs and overall satisfaction with La Casa
- Be available frequently and regularly, and be receptive to students seeking assistance
- Model neighborly behavior
- Serve as a role model for residents in personal, academic, and social behaviors that adhere to all La Casa policies
- Encourage mutual respect and an inclusive living-learning community among residents on your floor and in the entire student housing facilities that is welcoming and conducive of academic success
- Act as mediator in conflict situations between individuals and/or groups
- Facilitate open lines of communication between residents and encourage resident contact with La Casa staff
- Serve as a resource person
  - Refer students to TRP/La Casa events, programs, services, facilities, and staff
  - Keep bulletin boards up to date with suitable information
  - Be knowledgeable of cultural, academic and social events occurring in Pilsen, the city, and on college campuses
- Promote responsible use of La Casa Student Housing and Resource Center properties

**PROGRAMMING**

- In cooperation with La Casa staff, plan and implement resident-focused activities for the purpose of broadening student experiences (i.e. study breaks, social outings, study tables, etc.)
- Encourage participation in TRP-sponsored programs and services
- Coordinate residents to engage in floor- and house-wide programs and activities
- Encourage residents to explore, become involved, and take on leadership roles in curricular and extracurricular activities, clubs, and celebrations within their university campuses and in the Pilsen community

**ADMINISTRATIVE RESPONSIBILITIES**

- Treat all information as confidential, with sensitivity and integrity
- Contribute to total staff cohesion by supporting, communicating, and relating resident concerns to La Casa Program staff and TRP Property Management
- Participate in scheduled TRP-all-staff meetings and development opportunities
- Participate in weekly La Casa Community Assistant meetings
- Host monthly suite meetings with residents and by appointment; plan and conduct individual and group meetings to share information with residents
- Report damages, needed repairs, and housing improvements in a timely manner; follow up to ensure completion
- Inform residents of emergency procedures
- Assist with the move-in and move-out processes (i.e. prepare welcome packets, key distribution, complete room condition reports, and participate in welcome orientations)
- Participate in the Community Assistant duty schedule and maintain regular schedule of hours to meet with residents
- Ensure that all non-resident guests and visitors have signed in at the front desk
- Make rounds of the entire student housing facilities by walking up and down the stair ways, each floor hallway, and other common areas
- Provide support in case of emergencies, resident conflicts, and in handling requests from residents and guests
- Assist with outreach, recruitment and retention activities

- Submit weekly reports to the Director of La Casa and TRP Property Manager to communicate resident and property matters

#### BUILDING OVERSIGHT

- Work in collaboration with the Director of La Casa and TRP Property Management to ensure wellness of La Casa properties, including assisting in coordinating fire drills, conducting unannounced periodic room inspections, and reporting resident and building related issues
- Demonstrate a working knowledge of La Casa buildings, amenities and functions
- Relay student concerns (i.e. policies, procedures, and maintenance) to the appropriate parties at TRP
- Assist with tasks related to effective building management (i.e. key distribution, lockouts, occupancy reports, condition reports, maintenance requests, and other items relevant to the management of well-maintained living and learning spaces)
- Monitor residents and non-residents entrance into the buildings; front-desk presence may be required
- Respond to and confront inappropriate behavior and residential policy violations
- Immediately report dangerous activities and/or suspicious person(s)
- Exercise responsible use of administrative keys: key card, master, etc.

#### ENFORCEMENT OF STUDENT HOUSING POLICIES

- Personally abide by all student housing policies, practices, and regulations
- Ensure residents understand student housing policies
- Consistently enforce all student housing policies, practices, and regulations, helping to maintain a safe environment, and developing an atmosphere conducive to learning
- Promptly complete incident report forms when necessary and keep La Casa Program Staff and TRP Property Manager up to date on difficult situations

#### Essential Knowledge and Skills

- **Must be a graduate-level student or former La Casa resident who is an undergraduate senior level student at a college or university (i.e. college or university must be accredited by the *Higher Learning Commission* and a member of *North Central Association of Colleges and Schools*. Students attending proprietary institutions, as categorized by *Illinois Student Assistance Commission*, are ineligible)**
- Be in good academic standing and possess a minimum 2.3 cumulative GPA
- Enrolled full-time throughout the academic year (not including summer)
- Ability to work independently and collaboratively with diverse stakeholders, including students, parents, educators, and community partners
- Excellent interpersonal and communication skills with prior experience in public speaking, outreach, or interaction with high school and/or college students (e.g. student club officer; university ambassador; orientation leader; Resident Assistant)
- Exercise high level of sensitivity, understanding, self-confidence, and strength of character
- Bilingual Spanish/English preferred
- Proficient in using a variety of computer programs, smart devices, and social media venues, including but not limited to Microsoft Office and Facebook
- Ability to handle multiple tasks and projects effectively within established timelines

#### Special Working Conditions and Demands

- Have a flexible schedule to be available in the building during evenings, weekends, and holidays (including breaks)
- Be on call in case of emergencies
- Commit to building a living-learning community at La Casa for up to one full academic year
- Spend no more than 15 nights away from La Casa Student Housing each semester
- Be willing to accept special staffing duties as they arise. Special staffing duties could include organized La Casa events, recruiting events, and weekends before finals, etc.
- Be available to assist with move-ins and move-outs
- Attend the La Casa Community Assistant Training Program(s)
- Attend and participate in all required staff meetings
- Be able to communicate effectively with TRP Property Management staff regarding building issues
- Read and understand the La Casa Community Assistant Manual and the La Casa Student Housing Handbook

#### Compensation/Benefits

La Casa Community Assistants receive free housing in a single-occupancy unit at La Casa Student Housing and a monthly stipend of \$500.

Due to the nature of this internship position, time requirements will demand skill in time management to allow optimum academic and extracurricular participation. Hours may vary based on assignment, however, all assignments will include evening and weekend work. Specific requests for time away from La Casa – no more than 15 nights per academic semester are permitted – should be coordinated with the Director of La Casa in advance to ensure continuous support for the residents and fairness within the team of La Casa Community Assistants.

#### Application Process

Qualified candidates will be considered until all available La Casa Community Assistant positions have been filled. To apply, e-mail a cover letter and resume to: Ms. Maria Bucio, Director of La Casa at [MBucio@resurrectionproject.org](mailto:MBucio@resurrectionproject.org)

#### Position Classification

Internship

#### Statement of Equal Opportunity

The Resurrection Project is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex (including pregnancy), national origin, ancestry, age, marital status, sexual orientation (including gender identity), military status, disability, language (any language use not related to job duties), or any other status protected by applicable federal, state, or local law.