



**COMMUNITY ASSISTANT
POSITION PROFILE**

2025 - 2026



Housing & Residential Education
UNIVERSITY OF DENVER

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POSITION PROFILE

2025-2026

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ROLE OVERVIEW

The **Community Assistant (CA)** plays an integral role in creating a safe, welcoming, and supportive environment for residential students. Serving as a point of contact for the residential communities, CAs are dedicated to addressing resident needs, ensuring the well-being of their peers, and maintaining a sense of security and order within the residence halls.

Primarily focused on providing operational and resident support, Community Assistants respond promptly to various situations, including lockouts, maintenance requests, and policy enforcement. They work collaboratively with the Housing and Residence Education (HRE) team to manage incidents, resolve concerns, and uphold community standards. CAs also act as liaisons between residents and professional staff, ensuring that communication and support are effectively maintained.

Beyond day-to-day responsibilities, Community Assistants contribute to the development of a positive residential experience by fostering relationships, building trust among residents, and demonstrating a commitment to inclusivity and respect. Their presence helps establish a sense of stability and accountability within the residence halls, promoting an environment where students can thrive academically, socially, and emotionally.



QUALIFICATIONS

The following qualifications must be met in order to serve in the role.

Class Standing

Community Assistants must be enrolled in an academic program University of Denver, be at least a second-year student, and have at least one year of on-campus college experience.

Course Load

Undergraduate students must be full-time, enrolled in 12 to 18 credit hours per quarter. Exceptions for course loads over 18 credit hours or fewer than 12 credit hours must have prior approval of the Director of Residential Education (or designee). Graduate students must carry a minimum of 8 credit hours per quarter. Graduate students in the final semester before graduation may carry fewer than 8 credits.

Grade Point Average (GPA) Requirement

CAs must hold a quarter and cumulative 2.75 GPA throughout the time of application and appointment. If a CA's quarter or cumulative GPA falls below the 2.75 requirement they will be placed on Academic Probation and will have one quarter to reach the minimum requirement or will be released from the role.

Selection Process

CAs must successfully complete the information session, application, and selection process.

Disciplinary Standing

CAs must be in good disciplinary standing at the University of Denver prior to and throughout the role. Good disciplinary standing is not being placed on probation as a result of a Student Rights & Responsibilities (SRR) outcome.

PERIOD OF EMPLOYMENT

Full Academic Year Role / Summer Interim Role

The standard role period for CAs is one academic year, from August 18th (approximately X days prior to new student move-in) through June 13th (Undergraduate commencement). CAs are expected to be present for the duration of training sessions prior to residential community check-ins for fall, winter, and spring quarters.

Subsequent Appointments

Upon successful completion of the standard role period, the CA may be considered to serve for additional periods, if eligible. There is no expectation to serve for an additional period, but depends on outstanding service. Subsequent appointments are contingent upon the successful completion of tasks, assignments and responsibilities and positive performance appraisals by supervisors, availability of positions, and successful completion of the application and selection process for those requesting to return.

COMPENSATION

Hourly

CAs are paid \$20 per hour.



COMPETENCIES

The following competencies will be developed by serving in the CA role intended to enhance personal, academic, and career success.

Effective Communication and Compassionate Responses:

- Engage in productive communication with students, staff, and affiliates, incorporating customer service principles.
- Respond with compassion and prioritize the safety, wellbeing, and rights of all individuals in challenging situations.

Policy Adherence and Education:

- Follow all role-related policies and processes, explaining them clearly to outside parties.
- Differentiate between Housing & Residential Education (HRE) policies and other campus-affiliated procedures.

Collaboration and Confidentiality:

- Work effectively with campus and non-campus safety authorities to address incidents.
- Provide actionable feedback on inter-departmental collaborations while maintaining confidentiality and privacy.

Policy and Resource Knowledge:

- Recall and explain university policies and available resources while serving on-call.
- Address questions from students, staff, and affiliates with clarity and confidence.

Behavior Evaluation and Protocol Enforcement:

- Assess the conduct of individuals entering and exiting residence halls.
- Implement established protocols to address policy violations and crisis scenarios.
- Intervene appropriately and utilize on-call resources when necessary.

Conflict and Incident Management:

- Respond to conflicts between students, staff, and affiliates with professionalism.
- Effectively manage and de-escalate incidents while ensuring safety and adherence to policies.

TIME COMMITMENT

CAs should expect about 12 - 24 structured hours per week in the residential consisting of primarily in-person responsibilities. These hours will be spent staffing the front desk of assigned communities, on-call, and responding to incidents, facilities issues, and resident needs.

Availability

All CAs are expected to be available during their on-call shifts and able to respond to any incident or concern within 15 minutes.



Emergency Closures & Inclement Circumstances

To support residents remaining in the halls during university emergency closures and inclement circumstances, CAs may be scheduled to support for a portion of these periods.

Meetings

CAs must attend meetings as scheduled by the Incident Response Coordinator—CAs will be compensated at their hourly rate for any scheduled meeting.

First Six Weeks

The first six weeks of the fall semester are typically a busier time on-campus. This time includes move-in, where CAs are expected to support move-in as needed.

Additional Work or Engagement

Participation in leadership roles and work experiences are an important part of one's educational experience. When choosing if you'll engage in outside/additional work opportunities it is important to ensure your academic program is prioritized first and that your CA role expectations can be successfully met. It is important that any outside/additional work or engagement be discussed with a supervisor so they can assist in offering support on time management and balance and, with consideration of hours worked in the CA position, not exceed overtime pay.

CORE RESPONSIBILITIES

In addition to the list below, other tasks will be assigned as needed by supervisors. CAs must be adaptable and comfortable with ambiguity as role needs may evolve.

On-Call, Policy Enforcement, and Resident Support

- Serve as the first point of contact for residents experiencing emergencies or needing assistance with lockouts, facilities, or maintenance concerns.
- Monitor safety features of the residential communities, such as cameras and doors.
- Respond promptly and professionally to incidents, ensuring the safety and well-being of all residents.
- Collaborate with Campus Safety and other support services as needed.
- Staff the front desk of the assigned residential building from 8:00 pm – 2:00 am and on-call from 2:00 am – 8:00 am.
- Enforce HRE and Honor Code policies and procedures while promoting a positive and respectful community.
- Complete SRR or EOIX incident reports and SOS referrals accurately and timely.
- Conduct building rounds to ensure security and address maintenance issues.
- Address all safety, security, and maintenance needs by submitting appropriate documentation and reports as necessary.
- Complete daily on-call reports that briefly detail responses to incidents and concerns.



Administrative and Operational Support

- Provide support during move-in and move-out periods including, but not limited to, room checks, damage documentation, distributing keys, etc.
- Submit maintenance requests for issues that staff becomes aware of, including those identified during building walkthroughs.

Staff Collaboration and Training

- Attend all scheduled training sessions, key dates, and professional development opportunities.
- Maintain a working relationship with the Incident Response Coordinator and complete any assigned tasks.

Professionalism and Leadership

- Model good judgment, ethical decision-making, and responsible actions that align with University policies, HRE community standards, and the Honor Code.
- Maintain appropriate boundaries with residents to serve as a trusted resource while ensuring accountability when necessary.
- Proactively communicate with your supervisor regarding any conflicts or concerns that may affect your ability to meet job expectations or fulfill responsibilities.
- Represent Housing and Residential Education positively through your actions, demeanor, and the way you discuss the department.

TRAINING & DEVELOPMENT

Training and development programs are important to the effectiveness, success, and strength of the RLHS community. The Assistant Director of Recruitment & Development oversees training and development aimed to provide CAS with important skills and competencies aligned with the core learning goals and outcomes. Trainings may be in-person, virtual, or asynchronous. Lack of availability may impact one’s ability to remain in the CA position. The following is a list of required training & development:

Fall Training

Winter Development

In-Services

Online Modules/Asynchronous Training

ESSENTIAL DATES

Below is a comprehensive list of the important dates related to move-in, training, development requirements, and move-out for your term as an CA. Please copy these dates into your personal calendar. Once dates marked as TBA are decided, they will be updated on this document and will be communicated out. Dates are projected and may be amended if there are changes to university or office dates.

Fall 2025

- CAs may move to campus beginning 8:00 am.
- Fall Training



- Fall Opening
- Fall Closing
- CAs may leave at 2:00 pm, or when all closing responsibilities are completed.
- In-Service

Winter 2026

- CAs may return to campus beginning 8:00 am.
- Winter Opening
- In-Service

Spring 2026

- End-of-Year Closing
- CAs may leave at 4:00 pm, or when all closing responsibilities are completed.
- In-Service

All-Team Staff Meetings

- To be determined based on schedules.

GROWTH & DEVELOPMENT

Housing & Residential Education is dedicated to fostering the learning, growth, and development of all CAs. Professional and graduate staff offer training, development opportunities, supervision, mentorship, feedback, and support. To promote personal growth and individual success, CAs engage in various formal, informal, and experiential learning activities throughout their role, including:

- Team, group, and individual meetings
- Quarterly and end-of-year evaluations
- Feedback from hall communities
- Community development planning
- Program design, implementation, and evaluation
- Reappointment interviews, when applicable

EXPECTATIONS

Housing & Residential Education (HRE) aims to meet the needs of each of our residential communities. With our variety of facilities, locations, populations, architectural features, staff compositions, building sizes, and programmatic offerings, each residential community will need various strategies to achieve our collective work. When expectations are believed to have not been met, HRE strives to help staff improve performance through accountability and support. CAs are expected to read and understand the Student Staff Accountability Guide that includes a comprehensive list of expectations for respective roles and how HRE approaches accountability when

expectations are believed to have not been met.

STATEMENTS

Policies & Laws

Community Assistants (CAs) in Housing & Residential Education (HRE) are expected to serve as role models by adhering to departmental and university policies, as well as local, state, and federal laws, including but not limited to FERPA. CAs who violate these policies or laws may face accountability measures, including potential removal from their role. For detailed information on DU policies, please visit the Office of Student Rights & Responsibilities website and consult the *Guide to Residence Living*.

Ethical Standards

Community Assistants (CAs) in Housing & Residential Education (HRE) are expected to respect the personal integrity of all residents and ensure they are treated with fundamental fairness. CAs must avoid behaviors, attitudes, relationships, or actions that:

- Compromise the dignity, moral values, privacy, self-worth, or academic, physical, psychological, or emotional well-being of residents or staff members.
- Seek unwarranted personal gains, unfair advantages, or unearned goods or services.
- Constitute harassment based on gender, race, sex, sexual orientation, religion, creed, nationality, or mental disability.

The University of Denver is dedicated to ensuring equal treatment and opportunity for all students, faculty, and staff, regardless of race, color, religion, sex, sexual orientation, marital or parental status, national origin, citizenship status, age, disability, or veteran status. This commitment applies to all aspects of university relations, including recruitment, hiring, training, transfers, layoffs, promotions, tenure decisions, compensation, and participation in educational, social, and recreational programs sponsored by the University.

Relationship with Residents

Community Assistants (CAs) are not allowed to date residents who they directly support. CAs may date residents who live on different floors or residential communities. CAs who date residents are expected to maintain fairness and consistency—not doing so may result in disciplinary action.

Sensitive Incidents

Community Assistants (CAs) may occasionally encounter sensitive situations while working with residents. While such occurrences cannot be entirely avoided, a robust system of professional support is in place to help address these situations. Prospective applicants should carefully consider whether they are prepared to handle potentially sensitive incidents before applying for the role.

For additional information about potential scenarios and resources available to all DU students, please contact the Assistant Director of Recruitment & Development at hre.recruitment@du.edu to discuss these important considerations prior to applying.

Social Media

Community Assistants (CAs) and candidates should be aware that Housing & Residential Education (HRE), along with many of its staff members, maintain accounts on various social media platforms. While HRE does not actively



review social media profiles, staff members may come across or be made aware of personal profiles or other information during the selection process and while serving in the role.

CAs and candidates are expected to comply with all local, state, and federal laws, university policies. Any information found online that violates these laws, policies, or standards may be taken into account during the selection process, and during the term of employment or referred to the Office of Student Rights & Responsibilities (SRR).

Team Player

Community Assistants (CAs) must effectively balance their responsibilities as students with their roles as university employees. Successful CAs value all members of the DU community, including fellow students, faculty, and staff. They are expected to offer solution-focused, constructive feedback to peers, supervisors, and HRE leadership. Embracing these practices is essential for their success as university employees and for their contributions to fostering thriving residential communities.