



2024-2025 Job Description Division of Student Life

Neighborhood Ambassadors are peer leaders who serve as student members of the Off Campus Student Life team and work under the direction of the Off Campus Area Coordinator. The Neighborhood Ambassador position has been designed to support community development and to provide a student presence as the liaison between students living off campus and the University. A Neighborhood Ambassador will contribute to the development of the off campus community by assisting with the personal development of off campus residents; encouraging responsibility and student safety; promoting and supporting an inclusive environment in which differences are thoughtfully explored while working collaboratively to build a community. In addition, Ambassadors provide an essential communication link between students and the University. Ambassadors are expected to know and uphold University policies and community standards, and encourage responsible citizenship by modeling such.

The following document describes the job responsibilities, qualifications for application, selection, conditions of employment, and compensation for the Neighborhood Ambassador position.

Job Responsibilities

A. Leadership

1. Serve as a role model for responsible behavior, personal integrity, maturity, and commitment to Jesuit philosophy of education of the whole person, both on-campus and off campus.
2. Exercise good judgment and ethical decision making.
3. Facilitate a positive environment, which holds residents accountable by creating an atmosphere of dignity and respect.
4. Act as a liaison between students, City of Santa Clara residents, the University, and City of Santa Clara officials.
5. Know and abide by University policy, including but not limited to, those in the Student Handbook.
6. Provide peer education and build community through day-to-day contact with students.

B. Community Development

1. Provide referrals to on-campus resources for students with academic, personal, social, and financial concerns and report referrals to their supervisor.
2. Develop student's concepts of "responsible neighborhood living", which are conducive to social and educational pursuits, and foster respect for the rights and privileges of each person in a living unit and the surrounding community.
3. Participate in setting objectives in relation to student needs, and to plan and implement specific opportunities (educational, social, recreational, religious, or cultural) related to student interests or needs.
4. Foster community through the intentional usage of appropriate programmatic initiatives.
5. Facilitate house/apartment mediation that enhances academic success.

C. Integrated Education

1. Work with the Off Campus Area Coordinator and other Neighborhood Ambassadors to plan co-curricular programs that intentionally build community and connect to upper class resident needs.
2. Refer students to campus events, service opportunities, and other resources.
3. Promote activities and resources that enhance academic success.



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D. Administrative Responsibilities

1. Support, act as a liaison, and enforce administrative policies while serving as a student advocate by teaching students how to follow appropriate channels to influence decisions regarding policies, facilities, or events.
2. Complete office hours, assigned projects, and required paperwork in a timely and thorough manner.
3. Attend Staff Meetings, Supervisory Meetings, Liaison Meetings, NURC meetings and City of Santa Clara meetings, as assigned by the Off Campus Area Coordinator.
4. Coordinate with ASG on projects and committees pertaining to students and the City of Santa Clara residents.
5. Disseminate campus and City of Santa Clara information to residents, attend and participate in staff training sessions, in-services, and workshops.
6. Report directly to the Off Campus Area Coordinator responsible. Participate in evaluation procedures, including self-evaluation and student evaluations.
7. Perform other duties as assigned by the Off Campus Area Coordinator, and Assistant Dean for Off Campus Student Life and other administrators in the Division of Student Life.
8. Behave accordingly to all policies and standards of behavior as outlined in the Student Handbook.
9. Serve as a campus security authority (CSA) when informed of allegations regulated under the Clery Act.
10. Serve as a responsible employee for allegations regulated under Title IX.

Qualifications for Application, Selection, and Conditions of Employment

1. Maintain a minimum cumulative and term GPA of 2.50 or above at time of application and during terms of employment.
2. Enrolled as a full-time undergraduate student with a minimum of 12 academic units per quarter for the entire academic year (students wishing to take over 18 units in a quarter, must be given approval by their supervisor); or enrolled as a full-time graduate student.
3. Have class standing as rising junior or senior undergraduate student prior to employment; or graduate student status.
4. Be in good behavioral standing with the University during the entire term of employment (i.e. not on Housing Contract Probation or Disciplinary Probation. See Student Handbook for complete listing of policies).
5. Available to participate in Neighborhood Ambassador Training starting September 16, 2024.
6. Reside Off Campus for the full 2024-2025 academic year.
7. Work an average of 15 hours per week to be determined with your supervisor.
8. Have the ability to work well in teams, and demonstrate self-awareness and mature judgment.
9. Demonstrate effective written and oral communication skills, as well as time-management.
10. Have the ability to respond to emergency situations including natural disasters where sight, hearing, speech, as well as unassisted upper body mobility may be required.



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Compensation

Ambassadors will receive a grant in aid award of \$2,000** per quarter as a part of their financial aid package as long as they remain in the position.

****Students' financial aid may be affected by the Neighborhood Ambassador position compensation package. Please check with the Financial Aid Office for your individual situation.**