

# PACE

## Professional Staff Agreement for Competency Enhancement Established Fall 2013

The purpose of PACE is to supplement the University Housing Services Competency Model by demonstrating how each area is fulfilled within the live-in professional role. The competency model was developed as a tool for professional development, evaluation and assessment and represents the six specific areas of competency all UHS Staff Members are challenged to build upon. In this model you will find each competency outlined as well as a list of how each competency is met within our everyday responsibilities. Many of the opportunities fit into multiple competency categories, however the committee has attempted to organize them as best as possible. Once staff, in conjunction with their supervisors, has a grasp on their responsibilities they can collaborate to explore other opportunities in each area to continue their growth and development. Other opportunities are contingent on the support of their supervisor and sometimes availability from other departments. Please note that this list is not all inclusive, there will be things outside of the list that may be required of you, as well as any additional experiences that you and your supervisor determine are appropriate opportunities. Should a professional staff member continue in the housing field of student affairs the PACE model also aligns with the ACUHO-I competencies for senior housing officers.

### Communication Skills

#### Competency Model:

- *Convey ideas and concepts through oral and written methods*
- *Utilize various communication devices*
- *Actively listen to reach understanding*

#### Job Responsibilities:

- Adjudicate conduct meetings
- **Advise an Area Government/  
Diversity Coalition\***
- Communicate with parents of residents
- Involvement in RA leadership and training
- Counsel individual students seeking assistance
- Utilize appropriate and timely communication with stakeholders

#### Other Opportunities:

- Instruct an RA Class
- Represent UHS on another committee
- Teach a training/education course
- Advise an outside Registered Student Organization
- Engage in interdepartmental professional development opportunity, such as ASB advisor

### Flexibility

#### Competency Model:

- *Adapt to environment*
- *Approach change with a positive attitude*
- *Shift easily from one task to another*

#### Job Responsibilities:

- Collaborate/liaise with other departments
- Respond to shifting work environment
- Manage and facilitate change

#### Other Opportunities:

- Attend a professional development opportunity at a local college/university
- Advise a committee outside of UHS
- Volunteer for a university event (such as Passages)

\*Items in bold are RHC Specific.

## Diversity

### Competency Model:

- *Appreciate and celebrate differences*
- *Actively participate in expanding awareness and knowledge*
- *Demonstrate commitment to an inclusive environment*

### Job Responsibilities:

- Assist with the implementation of a cultural dinner
- **Help implement RESPECT floor meetings\***
- Mentor and develop a diverse staff
- **Advise a Diversity Coalition\***
- Support diverse student groups beyond the residence halls
- Responsible for an inclusive and safe environment
- Advocate for underrepresented students

### Other Opportunities:

- Advise another diversity-g geared/cultural RSO
- Participate in diversity-g geared campus initiatives, such as ASB, Safe-Zone Training, Diversity Retreat, Friendly Faces, etc.
- Build interdepartmental relationships with faculty and staff

## Professionalism

### Competency Model:

- *Act as a role model*
- *Reach mutual understanding using tact and diplomacy*
- *Continually learn and grow*
- *Fulfill commitments to students, staff and other constituents*

### Job Responsibilities:

- Serve on a committee
- Foster leadership skills amongst students
- Present to group of peers
- Awareness of laws that pertain to higher education
- Motivate and support students, staff and self
- Maintain professional ethical standards
- Supervise student staff

### Other Opportunities:

- **Serve as a committee chair\***
- Teach a Success 101 or LinC Class
- Present at a regional or national conference
- Attend a regional conference

## Organizational Skills

### Competency Model:

- *Manage time*
- *Plan*
- *Prioritize*
- *Coordinate*
- *Follow-through*

### Job Responsibilities:

- Run business meetings
- Facilitate one-on-one meetings with staff members
- Develop staff and advisees
- Responsible for managing time and establishing work priorities
- Develop strategies, goals, objectives and action plans to achieve a strategic plan
- Short range planning for semester and yearly goals
- Basic understanding of facilities: such as layout, operations and procedures for addressing issues
- Coordination and preparation for summer conferences
- Understand and manage a basic budget

### Other Opportunities:

- Manage a department-wide initiative
- Conduct a departmental study or assessment

## Critical Thinking

### Competency Model:

- *Gather, analyze, synthesize, evaluate, and apply information*

### Job Responsibilities:

- Participate in an on-call rotation
- Implement student development theory
- Mediate and manage student/staff conflict
- Select and hire student staff
- Provide consistent evaluation of staff, peers and supervisors
- Interpret policy and procedure
- Evaluate training gaps for staff
- Assess and respond to crises
- Create systems and processes to maintain daily operations

### Other Opportunities:

- Submit a professional article for publishing
- Develop your "brand"
- Submit a proposal to change a policy/process
- Conduct research

\*Items in bold are RHC Specific.