



COMPLEX PROBLEMS

Program Leader Position Description

General Description

The Complex Problems (CP) Program Leader (PL) is an undergraduate part-time student staff member of the Complex Problems program. The PL fulfills a vital role in working with mentoring first-year students by helping them to integrate learning experiences gained from both inside and outside of the CP seminar. The primary function of the PL is to facilitate interpersonal relationships and to create communities that maximize the opportunities for students to learn and grow.

The PL reports to the Complex Problems Staff and is expected to work closely with Faculty Fellows teaching Complex Problems seminars and other staff members (other PLs, Resident Assistants, etc.). Emphasis is placed on the concept that the PL is an active and integral staff member within the total campus community. The PL is in a position of responsibility and leadership that extends beyond the immediate scope of their own CP seminar.

Learning Outcomes

Throughout the duration of this position, PLs will:

- Build and employ knowledge of campus involvement and local opportunities, campus partnerships, and institutional resources.
- Learn the components of serving as an academic and social guide and role model for first-year students.
- Gain experience and transferable skills with administrative tasks, leadership, and personal and professional development.
- Develop interpersonal communication skills through facilitation and individual relationships.

Student Status

The PL is a full-time undergraduate student enrolled in a degree-granting program. PLs must have achieved 30 credits (or be in sophomore class standing), carry a minimum of 12 credits and a maximum of 17.5 credits per semester and maintain a cumulative GPA of 2.75 or higher. Academic credits will be verified on a semester basis at the conclusion of the drop/add period. The PL must be in good judicial standing with American University.

Prior to Semester Expectations

Employment expectations include:

- Sending a welcome email to students enrolled in your CP seminar prior to the start of the semester
- Meeting with or communicating with your CP seminar's instructor prior to the start of the semester.

This is a one semester appointed position where reappointment is subject to a reapplication process and satisfactory job performance evaluations.

Time Commitment

The PL position requires regularly scheduled responsibilities and unscheduled responsibilities, and times at which PLs are available and accessible to students. A reasonable work schedule would include both types of time, including regularly scheduled responsibilities (CP seminars, staff meetings, etc.), and availability time at varying intervals during the day and night (one-on-one meetings with students, programming, etc.).

The CP PL will work up to approximately 5 hours per week as follows:

- 2.5 hours of the CP seminar(s)
- 30-minute planning/ one-on-one meeting with Faculty Fellow
- 1.5 hours of availability for students and course preparation
- 30-minute weekly team meeting with Senior PL

Outside Commitments

After academic commitments, the PL position will be the staff member's first priority. PLs are permitted to maintain outside commitments of up to 16 hours a week while serving in the PL position.

Training Requirements

All PLs must attend and fully participate in staff training (online and 1 day in person) prior to the beginning of the semester.

Requests to miss any portion of training must be submitted in writing in advance to the Program Manager of Complex Problems.

PLs must attend departmental training and development activities as scheduled throughout the semester

Compensation

The PL will be paid the minimum hourly wage.

Each PL is responsible for recording and submitting hours worked on their timesheets during each pay period before the assigned deadline.

It is the responsibility of the PL to understand their own financial aid package and impact of the PL position upon that package. PLs are encouraged to contact their financial aid counselor when considering the position.

Position Requirements and Expectations

A. Administration

1. Attend and be on time to all Complex Problems seminar meetings.

2. Attend weekly team meetings with Senior PLs/ CP Staff
 3. Attend planning/ one-on-one meetings with assigned Faculty Fellow.
 4. Report concerns and violations of published University policies, regulations, and procedures in an accurate and timely manner to UC Staff.
 5. Meet with students in Complex Problems seminar as needed and prepare for seminar appropriately.
 6. Abide by FERPA and American University professional and ethical standards of conduct, maintain confidentiality, and not release private information regarding staff and/ or students.
- B. Community Facilitation
1. Serve as a leader in developing and facilitating an environment in the class in which students can grow and learn socially as well as academically.
 2. Advise and/or refer students within the limits of the PL's training and ability concerning academic, personal, and social manners.
 3. Engage in and facilitate class discussion when appropriate.
 4. Must conduct a check in with each student for which you are responsible within six weeks of the semester start date.
 5. Serve as a liaison between students, the Faculty Fellow, and CP Staff.
 6. Have a working knowledge of the University's facilities, services, academic and campus resources, and campus involvement and local opportunities.
 7. Work to promote a sense of tolerance and consideration in the attitudes and behaviors of students in the class.
- C. Role Modeling
1. Understand that all actions of a PL (including those engaged in outside of the classroom) are observed by students, other PLs, and staff members. PLs must hold themselves accountable to University policies, regulations, and procedures.
 2. Be mindful of appropriate boundaries of the PL-student relationship. PLs are explicitly prohibited from pursuing any romantic and/ or unprofessional relations with first-year students enrolled in their particular section of CP.
- D. Team Member
1. Maintain positive relationships with CP staff members and campus partners.
 2. Maintain ongoing communication with supervisor, fellow PLs, and Complex Problems office by checking their AU e-mail on a daily basis. PLs are required to utilize their designated AU account for any university related matters.
- E. Programming
1. Plan and implement a minimum of three (3) co-curricular learning opportunities for students in collaboration with their Faculty Fellow.
 - i. One of these co-curricular learning opportunities must be completed within the first six weeks of the semester.
- F. Other Duties as Assigned
1. Perform other related duties as assigned. The omission of specific duties does not preclude UC Staff from assigning duties that are logically related to the position.