



Statement of Responsibilities for Resident Tutor

Resident Tutor is required to provide their support to Resident Warden, managing the particular floor in the hostel. Resident Tutor should focus on helping students to adapt the hostel and college life. The main responsibility of the Resident Tutor is to handle hostel-based student affairs and general hostel issues, to improve the communication and cooperation among students from different cultural backgrounds. Resident Tutor is supervised by Resident Warden and the Residential Management Committee.

Key Tasks 主要責任

- To support the orderly management of the hostel with Resident Warden, ensure that students comply with the hostel rules and regulations, providing a harmonious environment for the students;
- To offer a wide range of hostel services for the students, including organising diverse activities and providing a balanced lifestyle support;
- To pay close attention to the students in particular floor, reporting and recording the issues of students to the Resident Warden, in order to preferably manage the hostel;
- To participate in development and support trainings for Resident Tutor, for the aspects of Health and Safety, Fire Safety, Hostel Administration, etc.;
- To cooperate with the internal departments and Resident Warden to maintain the security and the use of public facilities in the hostel; Providing teamwork skills within the team;
- To participate in scoring the System of Student Merits in accordance with Student Hostel Regulations;
- To work shift duty on the hotline;and
- To accomplish the assignment assigned by Resident Warden or Residential Management Committee.

Student Service 学生服务

- To provide professional guidance and consultation to students thoroughly; Regarding to the students with special needs, Resident Tutor should report the situation to the Resident Warden or University's counselling support services;
- To check the number of students in the particular floor, managing the leave notes of students and applications of overstay visitors; and to be aware of the destinations of students during the official holidays;
- To deal with the student issues of the hostel, including arranging room swapping cases, students' conflicts, students' complaints, etc.; To supervise the students usage of residential facilities;
- To facilitate and support the students in organising the Residents' Associations;
- To report to Resident Warden immediately when the incidents and emergencies arise, especially relating to health, safety and general wellbeing of students; Resident Tutor should undertake the responsibility of handling the follow-up work and recording the cases;
- To score the credits of students based on their performance in the hostel, according to the System of Student Merits, in order to preferably manage disciplines of students; and
- Following the College Disciplinary Regulations, when the serious incidents and outrageous behaviour happens, the Resident Tutor should report to Resident Warden or refer to the College Disciplinary Committee.

Communication and Management 沟通管理

- To maintain the good communication and team work with the internal departments in the CUHK(SZ); Written report is required to report to the Resident Warden weekly;
- To work shift duty on answering hotline, delivering immediately the information to the Resident Warden or the specific Resident Tutor;
- To stay in touch with Resident Warden and students, in order to promptly deal with the emergencies and incidents;

- To provide the timely feedbacks to external agencies, including property management department, police, hospital, security personnel etc.; Preferably recording and coping with any security concerns, issues of public facilities and incidents;
- To be in support of other Resident Tutors during the holiday leave of Resident Tutor or Resident Warden; The regular assessment of Resident Tutors is required by Resident Wardens;

Hostel Service 宿舍服务

- To maintain a good residential environment with disciplines and enjoyment of all students in residential hostels, including the issues of cleanliness, safety, public facilities and discipline;
- To have regular checking on the public facilities in both public area and function rooms, seeking help from the property management departments in time;

Hostel Culture 宿舍文化

- To support the host of diverse residential activities, providing physical and spiritual improvement of students, and cultivating the sense of belonging of the Hostel in Diligentia College;
- To have reasonable financial management in the expenditure of activities; and
- To commit humanistic care in students and the Resident Tutor team.



学勤书院宿舍导师职责

宿舍导师需辅助宿舍舍监管理特定的楼层。书院宿舍导师应注重帮助学生更快地适应宿舍与书院生活，处理宿舍相关的学生事务，增进学生之间的合作与交流。书院宿舍导师受书院宿舍舍监和书院委员会的监督和管理。

一、 学生服务

1. 全方位地给予学生指导和心理辅导；有特殊需求的学生，需向舍监反映，或由大学心理辅导部门进行专业的辅导；
2. 对楼层的学生人数，对离宿申请、访客入住等问题进行处理；假期期间，知悉和统计该楼层的学生去向；
3. 协调、处理学生之间的问题与矛盾，如：宿舍调配、宿舍矛盾和学生矛盾等问题；
4. 监督、监管学生使用公共设施的情况，如：损坏、维修、用量等问题。
5. 促进、支持书院组织宿生会等相关事宜；
6. 当有紧急事件发生时，及时向宿舍舍监汇报，尤其是关于学生健康、安全等问题。书院宿舍导师需要处理紧急事件，并且记录时间和跟进后期工作；
7. 根据学生的表现，按照学生奖惩制度给予加分或扣分等处理；
8. 严重事件与性质恶劣事件发生时，书院宿舍导师需要向宿舍舍监或纪律委员会汇报。

二、 沟通交流

1. 与书院的内部部门需要保持良好的联系和团体合作；书院宿舍导师受宿舍舍监监督和管理，书面报告需要在每周周末前上交至宿舍舍监处；
2. 宿舍热线的实行轮班制，宿舍导师需要及时反馈热线信息给各个宿舍舍监；
3. 为了更好地处理紧急事件，宿舍导师需要与舍监和学生保持紧密的联系；
4. 及时向学校外部机构进行交流反馈，包括物业管理部、警察局、医院、和安保部门等，以便更好地解决安全问题、公共设施问题和紧急突发事件等；
5. 当宿舍舍监或其他宿舍导师休假时，宿舍导师有义务支援；
6. 宿舍导师将会定期接受宿舍舍监的考察。

三、 宿舍服务

1. 维持有纪律、舒适的宿舍生活氛围，保证宿舍区域的干净整洁、安全、纪律和公共安全；
2. 对于公共设施、功能房需要进行日常的检查，以保证师生的使用；

四、 宿舍文化

1. 协助举办多样的宿舍活动，为学生提供身心的发展，同时培养学生的书院归属感；
2. 协助控制合理的宿舍活动经费支出；
3. 给学生以及宿舍导师队伍提供人文关怀。