

Ombudsperson

Job Description

Position Information

Position Title	Ombudsperson
Position Number	OMBUDPRFS01*4838
Department	Office of the Ombuds
Reports to (Title)	President of the College

Seated Employee

Employee First Name

Employee Last Name

Job Summary

In three to five sentences, please briefly describe the job's primary purpose to the department.

Job Summary

The ombuds function is independent of existing administrative structures and reports directly to the president. The ombuds is a designated neutral or impartial facilitator whose major function is to provide confidential and informal assistance to the college's community, which includes students, faculty and staff. The ombuds serves to uphold the dignity and well being of each person who visits by providing a highly confidential and safe space to talk about difficult concerns and/or challenging situations. The Ombuds is an advocate for fairness and acts as a source of information and referral, aids in answering individual's questions, and assists in the resolution of concerns and critical situations. The ombuds will serve as a campus resource to: consult, refer, and facilitate the resolution of conflict between parties, apply essential knowledge of college policies, analyze concerns, issues and current policy and make recommendations, design and conduct training related to dispute resolution, and educate the campus community about the office's roles.

Position Summary Information

Select the level of education needed to successfully accomplish the essential duties of this job.

Master's degree or equivalent

If a specific degree, certification, license, or registration is necessary, please list.

- Completion of the International Ombuds Association Foundations training, and demonstrated understanding of best practices in the Ombuds Field including multiple forms of alternative dispute resolution, including restorative practices
- Certified Organizational Ombuds Practitioner (preferred)

Select the level of experience needed to successfully start the position and accomplish the essential duties of this job.

Five years or more

Preferred Qualifications

The ombudsperson must have certain critical skills and characteristics. These are: outstanding communication and presentation skills, problem-solving and negotiation skills, decision making and strategic thinking skills, conflict resolution and networking skills, integrity, good composure, and sensitivity to diversity issues. An Ombudsperson should not be risk-averse and should understand that this position may, on occasion, challenge even the highest levels of the administration in an effort to foster fair and just practices.

FLSA Category

Exempt

Staff/Faculty

Staff

Employment Status

Full-Time

Employment Category

Regular

Essential Staff (emergency situations)?

No

On-Call?**Essential Responsibilities**

List the job's most important responsibilities. There are probably no more than six of these. Also indicate the approximate percent of time spent on each job function. (Note: Do not record how the job responsibilities are carried out.)

Essential Responsibility percentage of time needs to equal 100%

Responsibility

Dispute Resolution, Consultation and Referral

- Provide impartial and confidential consultation to members of the campus community who are aggrieved or concerned about an issue.
- Listen to, advise, and make recommendations to inquirers regarding alternative courses of action and advise steps to follow when working towards resolution of a complaint.
- Assist inquirers in obtaining and providing relevant information regarding college policies and procedure.
- Assist inquirers in clarifying issues and generating options for resolution.
- Facilitate inquirer's assessment of possible options.
- With the inquirer's permission, consult with all parties to clarify and analyze problems, focus discussions, and develop a mutually-satisfactory process for resolution.
- If direct action by the ombudsman is an appropriate action, obtain the inquirer's agreement and permission before proceeding.
- If necessary, and while maintaining confidentiality, engage in informal information gathering in order to better understand an issue from all perspectives.
- Consult with department managers and appropriate individuals to develop cooperative strategies for resolving concerns and complaints.
- Facilitate group sessions with disputing parties to assist in the exchange of information and to work to identify and resolve underlying sources of conflict.
- When appropriate, provide referrals to other resources such as the Office of Human Resources, the Employee Assistance Program, Student Health and Counseling Services, and the Office of Campus Safety and Security.
- Follow up with inquirers as appropriate to determine outcome and further need of assistance.

Percentage Of Time

60

Responsibility

Policy Analysis and Feedback

- Serve as a campus resource to those responsible for formulating or modifying policy and procedures, by bringing forward any concerns or issues regarding college policy and procedures.
- Prepare periodic reports to the college community based upon anonymous aggregate data. These reports will reveal trends in grievances and concerns, identify patterns or problem areas in college policies and practices, may recommend revisions and improvements and may assess the climate of the campus.
- Act as a liaison between individuals or groups and the campus administrative structure, serving as a communicator or informal facilitator, as appropriate, and providing upward feedback.

- Function as a monitor within the campus community to identify problems or trends that affect the entire campus or significant parts of the campus; if appropriate, recommend creative ways to address these concerns.
- Provide early warning of new areas of organizational concern and make recommendations for change.
- Prepare a recommendation to the president as to the structure of a regularized Ombuds office.

15

Percentage Of Time**Responsibility****Community Outreach and Education**

- Provide on-going education and communication about the office's role to all potential inquirers as well as to college leadership.
- Design and conduct training programs for the campus community in dispute/conflict resolution, negotiation skills, civility and related topics.
- Advise on-campus committees regarding conflict resolution, and participate in ombuds outreach activities regionally and nationally.

15

Percentage Of Time**Responsibility****Office Responsibilities**

- Formulate, manage and monitor the overall goals, direction, data, programs and budget of the office.

10

Percentage Of Time**General Responsibilities****General Responsibilities**

- (1) Maintain regular attendance in accordance with department policy.
- (2) Comply with all safety policies, practices and procedures. Report all unsafe activities to supervisor and/or Human Resources.
- (3) Understand and comply with the policies of the College Staff Handbook.
- (4) Demonstrate commitment to customer service. Establish effective relationships with internal and external customers and respond to their needs.
- (5) Perform duties as a team member in a manner supportive of department and College procedures, policies and goals.
- (6) Protect confidentiality of College information.
- (7) Provide leadership to others through example and sharing of knowledge/skill.
- (8) Communicate with others in a courteous and helpful manner.
- (9) May be asked to fill positions considered essential during weather emergencies or other events requiring special staffing.
- (10) Perform other duties as assigned.

Supervisory Responsibilities

Does this job have supervisory responsibilities?

No

If yes, then check all that are supervised by this position.

Supervise Student Staff

No

If you supervise student staff, enter approximately how many and the

total hours? (e.g., 2 students/XX hours)

Supervise Non-Exempt Staff

No

If you supervise non-exempt staff please enter the number.

Supervise Exempt Staff

No

If you supervise exempt staff please enter the number.

Select the level of supervision that this position provides.

Supervision Received

Select the level of supervision that this position receives from their supervisor.

Nominal Direction: subject only to very broad communication associated with my position.

Computer Operations

Please check one of the following

Demonstrated use of intermediate computer operations (relational databases, and operating systems) and intermediate software packages (word processing, spreadsheet, graphics, etc.)

Travel

Please check one of the following

Minimal overnight travel (up to 10%) by land and/or air.

Essential Function Analysis

Accurate identification of essential and marginal functions and the time required is important for making a variety of personnel decisions, including recruitment, hiring, performance evaluation, discipline, training and accommodation. The analysis explains the components of the job by identifying who, what, why, how much, and when.

Essential functions are those functions that individual must be able to perform either unaided or with the assistance of a reasonable accommodation. A job function may be considered essential if it meets one of the following criteria:

- the position exists for performance of the function;
- a limited number of employees can perform the function, and it, therefore cannot be reassigned;
- the function is specialized and requires certain expertise to perform it.

Many jobs will also have marginal functions. Marginal functions are those that may be performed by the position but are not tasks critical to job success, can be completed in a number of ways by a variety of people, and are not the primary functions for which the position exists.

Mental/Cognitive Requirements

How much on-the-job time is spent in the following mental/cognitive activities? Show the amount of time by checking the appropriate boxes below.

Analyzing information or data

1/3 to 2/3

- Essential or Marginal?

Essential

Effective communication skills

Over 2/3

- Essential or Marginal?

Essential

Composing & comprehending communication materials	Over 2/3
- Essential or Marginal?	Essential
Establishing effective interpersonal relationships	Over 2/3
- Essential or Marginal?	Essential
Adjusting to changes (work load, environment, department structure, etc.)	1/3 to 2/3
- Essential or Marginal?	Essential
Using logic to define problems, collect information, establish facts, draw valid conclusions, etc	Over 2/3
- Essential or Marginal?	Essential
Making decisions of moderate to substantial consequence	1/3 to 2/3
- Essential or Marginal?	Essential
Performing mathematical calculations	Under 1/3
- Essential or Marginal?	Marginal
Editing reports or technical materials	1/3 to 2/3
- Essential or Marginal?	Essential
Planning and organizing (work load, schedules, events, etc.)	1/3 to 2/3
- Essential or Marginal?	Essential
Handle stressful, emotional and/or frustrating situations	Over 2/3
- Essential or Marginal?	Essential
Working with numerous distractions	1/3 to 2/3
- Essential or Marginal?	Essential
Working under a time pressure and within timelines/deadlines	1/3 to 2/3
- Essential or Marginal?	Essential
Coordinating work with others	1/3 to 2/3
- Essential or Marginal?	Essential
Handling multiple assignments and priorities	Over 2/3
- Essential or Marginal?	Essential
Completing work in an accurate manner	Over 2/3
- Essential or Marginal?	Essential

Concentrating - maintaining attention to details and task Over 2/3

- Essential or Marginal? Essential

Memory functions (remembering names, details and procedures) Over 2/3

- Essential or Marginal? Essential

Physical Requirements

How much on-the-job time is spent in the following physical activities? Show the amount of time by checking the appropriate boxes below.

Remaining in a stationary position Over 2/3

Traverse/move locations Under 1/3

Ascend or descend between floors 1/3 to 2/3

Reach with hands and arms 1/3 to 2/3

Ascend or descend ladder None

Position self to access small or restricted spaces Under 1/3

Communicate or exchange information Over 2/3

Detect specific flavors or odors None

Does this job require that weight be moved or force be exerted? If so, how much and how often? Check the appropriate boxes below.

Weight lifted or force exerted: up to 10 pounds (with or without assisted device) Under 1/3

Weight lifted or force exerted: up to 25 pounds (with or without assisted device) None

Weight lifted or force exerted: up to 50 pounds (with or without assisted device) None

Weight lifted or force exerted: up to 100 pounds (with or without assisted device) None

Weight lifted or force exerted: more than 100 pounds (with or without assisted device) None

Please check one of the following Light physical activity performing non-strenuous daily activities.

Does this job have any essential vision requirements? Check all that apply. Close vision (clear vision at 20 inches or less)

Work Environment

How much exposure to the following environmental conditions does this job require? Show the amount of time by checking the appropriate boxes below.

Wet or humid conditions (non-weather)	None
Extreme cold (non-weather)	None
Extreme heat (non-weather)	None
Outdoor weather conditions	None
Work near moving mechanical parts	None
Work in high, precarious places	None
Air Contamination (i.e., dust, fume, smoke, toxic conditions, disagreeable odors)	None
Toxic or caustic chemicals	None
Work with explosives	None
Risk of electrical shock	None
Vibration (i.e. operating jackhammer, impact wrench)	None
Risk of radiation	None
Confined Spaces	None
Please check one or more of the following locations where this job would work	Well-lighted, heated and/or air-conditioned indoor setting with adequate ventilation.
How much noise is typical for the work environment of this job? Check the appropriate level below.	Moderate noise (examples: business office with computers and printers, light traffic)

Additional Information

Include any other physical, mental or environmental information that will aid in the preparation of an accurate description of this job.

Position Documents

No documents have been attached.