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Position Information

Competition Number: 000149

Job Title: Ombudsperson

Department: Office of Ombudsperson

Position Number: A9970

Employment Group: Administrative

Employment Type: Part-Time

Type of Position: Permanent

Type of Posting: Internal
External

Campus: All Campuses

Position Summary: Serving as a designated neutral third party, the Ombudsperson is an advocate for fairness who acts as a source of information in an accessible, independent, impartial and confidential office through which students may pursue the fair and equitable resolution of any College-related concern relative to policy. The Ombudsperson is responsible for assisting students with the resolution of their matters and, may attend corresponding hearings or meetings. The Ombudsperson will also regularly and/or upon request, review and evaluate existing College policy relating to student matters and may be consulted in the development of new policy and procedure for students. The Ombudsperson shall make recommendations where any policies, rules or procedures appear unclear, inequitable or unfair to assist the College in revising or developing such policies and procedures and ensuring that such processes are procedurally fair according to natural justice principles.

This position is a part-time 28/35 hour position.

Job Duties/Responsibilities:

1. Support, Refer and Recommend

- Provides confidential consults or information regarding academic and/or non-academic conduct complaints, concerns and/or questions to students involved in any College-related activities.
- Advises students on the rights and responsibilities of students under College policies and provides guidance to students on existing resources.
- Maintains a standard of neutrality and impartiality and leads in establishing the principles of a fair environment in which broad systemic fairness issues are identified and addressed.
- May conduct interviews to fact-find in order to better understand an issue from all perspectives.
- May conduct investigations of student complaints, reports on findings and makes recommendations where appropriate.
- Provides referrals to other resources.
- Provides assistance to inquirers by clarifying issues and generating options for resolution.
- Advises decision makers and others at all levels of the institution on issues related to fairness and on how to achieve fair resolutions.
- Uses a developmental approach to student servicing.

2. Policy & Processes Analysis and Feedback

- Works closely with College Administrators on issues related to systemic fairness and consults with all members of the College community on College resources, policies and procedures with respect to the equitable treatment of students.
- Collaborates with administrators, faculty, staff, and students to develop relationships that will contribute positively to a fair college environment.
- Provides Serves as a campus resource for representatives in formulating or modifying policy and procedures, raising issues that may surface as a result of a gap between the stated goals of the College and actual practice.
- Provides recommendations on College protocols, regulations, procedures, policies, and decisions in an effort to ensure fairness.

3. Education

- Leads, manages, develops and provides the coordination of ongoing and regular education, training, support and guidance for College employees and students in responding to students at risk due to non-academic concerns at College wide events, department & leadership meetings, and student forums at all three campuses (Downtown, East Broadway and Annacis Island) and other sites as required.
- Designs and conducts training programs for the College community in dispute resolution, mediation skills and theory, civility and related topics.
- Determines education and training needs to support students impacted by all forms of discrimination and/or procedural unfairness.

4. Maintain Admin Office of the Ombudsperson

- Formulates and monitors the overall goals, direction, programs and budget of the office as determined by the college and the student union.
- Ensures that the integrity of the office is maintained through independence, fair process, neutrality, impartiality, confidentiality and timely attention to the resolution of issues while treating people with dignity and respect.
- Maintain accurate case records and prepare necessary statistical reports.
- Produce Annual Report and quarterly financial and work profile updates.
- Performs other related duties as required.

Job Duties/Responsibilities Part Two:

Required Qualifications:

Education and Experience

- Master's degree in counseling, social work, law or related field from a recognized educational institution.
- Seven (7) years experience in a variety of positions encompassing instructional or administrative responsibilities, preferably in a post-secondary education environment including experience with academic and non-academic matters, policies and procedures, conflict resolution, mediation, and conduct of investigations in a complex, multi-stakeholder environment. Also requires experience using interviewing and investigative techniques and with research methods and report writing.
- Or an equivalent combination of education, training and experience.

Skills and Abilities

- Knowledge of due process and responsibilities applicable to student judicial work, and current issues, trends related to college student conduct procedures.
- Knowledge and awareness of threat assessment procedures and harassment, sufficient to make appropriate referrals.
- Demonstrated interest in professional development for latest research and methodologies on Ombudspersonship.
- Demonstrated ability to interpret College policies with consistency and fairness and to make ethical and sound assessments of complex and challenging situations.
- Excellent problem solving skills and a demonstrated ability to think strategically and to understand and address a variety of student, administrative and institutional issues.
- Demonstrated mediation, dispute resolution and analytical investigative skills and ability to consult and liaise with a wide range of stakeholders.
- Demonstrated ability to act with tact and diplomacy, maintain confidentiality and impartiality, and build relationships and credibility with all College constituencies.
- Demonstrated ability to act independently and work well under pressure to resolve and meet deadlines while remaining flexible and adaptable to a changing environment.
- Well-developed management, planning, and organizational skills.
- Ability to both lead and work as a contributing member a diverse environment dedicated to problem solving and dispute resolution.
- Excellent verbal, written, interpersonal and communication skills, including group facilitation skills.
- Understanding of issues of human rights, duty to accommodate and privacy legislation.
- Demonstrated use of discretion, confidentiality, sound judgment, sensitivity and critical

thinking.

- Demonstrated effectiveness in working with decision-making processes, conflict management
- Ability to work within a culturally and demographically diverse campus community.
- Displays empathy and trust and is highly approachable.
- Excellent research, analytical reasoning and problem solving skills.
- Ability to conceive and write policy and procedural documents and reports.
- Demonstrated knowledge of and skills in Alternative Dispute Resolution

Supervisory Responsibility:

Days and Hours of Work:

Monday to Thursday, 9:00 am to 5:00 pm. However, hours may vary according to the needs of the department.

Salary Range:

AB5- \$53,962 to \$67,941 per annum, depending on qualifications and experience.

Position subject to the Compressed Work Week Schedule:

Not Applicable

Posting Date:

11-28-2017

Closing Date:

12-08-2017

Application Needed:

Administrative Application

Special Instructions to Applicants:

Please address your cover letter to the Human Resources Department. Only short-listed candidates will be contacted.

Optional Documents:

Other Document

Required Documents:

Resume
Cover Letter

Direct Link to this Posting:

careers.vcc.ca/applicants/Central?quickFind=53692

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