

The University of Calgary Position Overview

The **Office of the Provost** is currently seeking a Full-time Regular **Ombudsperson**.

The Ombudsperson will report to a joint Ombuds Committee comprising of representatives from the Office of the Provost, the Student's Union and the Graduate Students' Association. The Ombudsperson shall provide an accessible, independent, impartial and confidential office through which students may pursue the fair and equitable resolution of any university-related concern. The Ombudsperson shall assist students with the resolution of their matters and, if requested by any individual student, may attend hearings or meeting involving that student. The Ombudsperson will also review and evaluate existing University 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 or inequitable to assist the University in revising or developing such policies and procedures.

Position Description

Summary of Key Responsibilities (job functions include but are not limited to):

- Provide an independent, impartial, and confidential office to assist students in resolving their disputes with university processes or rules;
- Assist students involved in academic and nonacademic misconduct matters and proceedings within the University including participating at hearings if requested by any individual student;
- Advise students of their rights and responsibilities, and of the procedures to follow to resolve complaints or proceedings;
- Make recommendations, where appropriate, for changes in University policies and procedures;
- Guide and assist students experiencing conflict situations in the preparation of their cases;
- Advise students of their rights and responsibilities, offer general guidance on the appropriate channel of redress for any concern or complaint, and make referrals to appropriate bodies whether within or outside the university Community;
- Act as a repository of expert information and provide advice on the university rules, regulations, policies and procedures;
- Provide resources and education on diverse conflict management skills such as effective communication skills, mediation, and respect;
- Identify the need and make recommendations for changes, where appropriate, in the university rules, regulations, policies, and procedures.

Qualifications / Requirements:

- Degree, diploma, or ample experience in conflict resolution/management; a legal or social work background will be considered an asset
- 3 to 5 years of related experience preferably in a post-secondary environment;
- Familiarity with student rights;
- Good judgment, objectivity, and integrity;
- Ability to identify and act appropriately in any case of conflict of interest;
- Understanding of the university structure and systems, and familiarity with appeal process;
- Ability to work in a diplomatic and credible manner with people, especially students and university staff;
- Listening and crisis intervention skills, experience in policy development, and committee work;
- Highly developed interpersonal and communications skills;
- Experience working in a university environment or with diverse groups of people;
- Keen understanding of issues of diversity, equality, equity, and confidentiality.

Application Deadline: This position will remain open until filled; however, applicants will be reviewed as

they are received. To apply please visit our [career website](#) and apply to Job ID #3326

We would like to thank all applicants in advance for submitting their resumes. Please note, only those candidates chosen to continue on through the selection process will be contacted.

Additional Information

This position is part of the **Management and Professional Staff Group, Zone C.**

To find out more about our competitive salaries and benefits, and why we are a great place to work and learn, please see: www.ucalgary.ca/hr/careers/uofc.

About U of C

The University of Calgary is a leading Canadian university located in the nation's most enterprising city. The university has a clear strategic direction - Eyes High - to become one of Canada's top five research universities by 2016, grounded in innovative learning and teaching and fully integrated with the community of Calgary. For more information, visit ucalgary.ca.

The University of Calgary respects, appreciates, and encourages diversity.