Job Description for Ombuds Officer

Purpose

Position serves as an available information source and point of communication for faculty and staff who believe they may have a personal grievance regarding an alleged violation, misinterpretation or improper application of University policies and procedures, or alleged improper treatment.

Serving as a designated neutral, the Ombuds Officer is not an advocate for any individual or the University; rather, the Ombuds Officer is available to offer an objective perspective on the issues/matters of concern.

The Ombuds Officer's role does not replace existing University policies for conflict/grievance resolution:

• The Ombuds Officer is not designated as and shall not serve as an official authorized to receive official notice of any kind on behalf of the University.

• Communication with the Ombuds Officer does not toll or extend applicable time periods or deadlines established by other university policies and procedures.

Faculty and staff are free to utilize or not to utilize the Ombuds Officer in resolving any issues or concerns. The Ombuds Officer is independent from existing administrative structures and for the purpose of these duties shall have direct communication as needed with the President.

Responsibilities

• In the performance of duties, maintains the highest levels of professionalism, confidentiality, integrity, and sound judgment treating all individuals with dignity and respect.

• Provides impartial and confidential consultation to faculty and staff who have a concern related to a personal grievance regarding an alleged violation, misinterpretation or improper application of University policies and procedures, or alleged improper treatment.

• Assists those requesting consultation in interpreting University policies and procedures.

• Assists inquirers with assessment of “pros” and “cons” of possible outcomes.

• With inquirer’s permission, may consult involved parties to clarify and analyze issues, focus discussions, and offer possible resolution alternatives.

• Refers inquirers to supervisors and/or appropriate University officials who are able to address the matters of concern.