

Winthrop University

Notice of Internal Position Vacancy

Position: Ombuds (Part time)

The Ombuds Officer at Winthrop University will provide informal dispute resolution services to Winthrop University faculty, staff, and administration. The Ombuds acts as an independent, confidential, neutral, and informal resource and assists employees in identifying available options, facilitating productive communication, and bringing forth concerns about university policies or procedures. The Ombuds impartially considers the interests and concerns of all persons involved in a situation with the aim of reaching mutually acceptable agreements that are fair, equitable, and consistent with the mission and policies of Winthrop University. The Ombuds will serve a three-year term, and will report to the President; however, the Ombuds Office is free from direct university oversight or control. The Ombuds Advisory Committee will assist in the selection of the Ombuds and the President will appoint the Ombuds Officer.

Availability: ~~Position~~ is available to current Winthrop employees only.

Responsibilities will include:

- Must be available to meet with employees on campus year-round
- Provides faculty, staff, and administration who seek assistance with grievances or concerns with resources for confidential complaint handling and neutral, informal conflict resolution
- Upholds the integrity of the office through best practices including independence, fair processes, neutrality, impartiality, confidentiality, and timely attention to the resolution of issues while treating all office visitors with dignity, honor, and respect without advocating for any specific individual
- Facilitates group meetings, shuttle diplomacy, and negotiations to encourage multi-party participation and guide them towards mutually acceptable resolutions.
- Provides information regarding appropriate internal or external resources, including Winthrop policies and procedures and formal grievance processes
- Provides on-going education and communication about the Ombuds Office role; designs and conducts training programs for the campus community in conflict resolution, respectful communication, and related topics
- Keeps campus administration abreast of areas of concern identified during the course of serving in the Ombuds role, including concerns with policies, procedures, or other areas of concern
- Meets with the Ombuds Advisory Committee to report Ombuds utilization and trends that may be identified using aggregated and anonymous data, and to discuss concerns with or about the Ombuds role or office

Credentials, Skills and Abilities:

- Bachelor's degree required, advanced degree in a related field preferred.
- Demonstrated understanding of the university's culture, structure, policies and practices and how they apply to faculty, staff, and administrators
- Demonstrated reputation for integrity and honesty
- Must be able to instill confidence that the Ombuds process deals with inquiries fairly, confidentially, effectively, and in a timely fashion
- Demonstrated ability to understand the viewpoints of different individuals regardless of identity or circumstance, identify root causes, and recommend appropriate system change.
- Ability to listen actively and empathically to understand, respect, and support each office visitor and to communicate effectively, tactfully, and diplomatically with a diversity of individuals, both orally and in writing
- Ability to problem-solve collaboratively, to gather and analyze information impartially, to negotiate or help negotiate effectively while protecting confidentiality, and to offer options for conflict resolution that are responsible, constructive, and creative
- Strong presentation skills.

Required Training:

The Ombuds will be required to complete the International Ombuds Association Foundations Course as soon as registration becomes available. The Ombuds must become an active member of the International Ombuds Association, practice in accordance with the Code of Ethics and Standards of Practice of The International Ombuds Association, and continually enhance professional skills through training courses within the profession and related fields. The Ombuds must complete mediation training within six months of appointment.

Work Hours/Compensation:

This part-time, three year appointment is available to current Winthrop employees (faculty or staff). The faculty or staff member chosen for this position generally will assume the Ombuds duties in addition to their current duties. The reassignment of time and/or duties associated with the employee's regular position may be necessary to allow ample time on the Ombuds duties. Therefore, interested faculty or staff members must first receive verbal approval from their supervisor before applying. Unless extenuating circumstances arise, the employee who assumes the Ombuds position will not receive additional compensation for the Ombuds duties. Specific terms regarding reassigned time or compensation will be negotiated with the individual chosen for the position and the individual's supervisor.

How to Apply:

Please send your resume and a two page personal statement that explains your interest in the position and identifies your relevant credentials, experience, and qualifications to Todd Hagins, haginst@winthrop.edu no later than close of business on Friday, April 12, 2024.