

## **UNIVERSITY OMBUDSPERSON POSITION DESCRIPTION**

### **Half-time Faculty Appointment**

#### **Basic Function**

To “serve[s] students, faculty, and staff by offering a confidential, neutral, informal and independent dispute resolution service” (The University of Iowa Operations Manual) and ensure that all members of the University community receive fair and equitable treatment within the University system.

#### **Position**

This position reports directly to, and serves at the pleasure of, the University President and is ordinarily a half-time faculty appointment for a nonrenewable term of four years.

#### **Duties and Responsibilities**

- Provide impartial and confidential consultation to members of the University community who are aggrieved or concerned about an issue.
- Remain independent, neutral, and impartial, and exercise good judgment.
- Use knowledge of current University policies, procedures, and personnel in resolving complaints, and assist visitors in interpreting University policies and procedures.
- Employ a wide variety of problem-solving techniques to assist visitors, including listening, helping to clarify problems, identifying and evaluating options, referral to other resources as necessary, coaching on effective conflict management, negotiation, shuttle diplomacy, facilitation, and mediation.
- Before taking any direct action in conflict management, obtain the visitor’s agreement and permission.
- When possible and with the visitor’s permission, consult with all parties to clarify and analyze problems, focus discussions, and develop a mutually satisfactory process for resolution.
- Advise on-campus committees regarding conflict resolution, and participate in ombuds outreach activities on campus, regionally and nationally.
- Bring to the attention of those in authority and if necessary, the entire University community, any concerns/issues regarding University policy, procedures, and personnel that should be addressed.
- Participate in the preparation of the annual report for the University President and for University-wide distribution, including meetings with university administrators.

#### **Qualifications**

Required:

- The candidate should be an Associate or Full Professor on a regular faculty track (tenured, clinical, research, or instructional tracks) or an emeritus faculty member at The University of Iowa who has been active in University affairs. The successful candidate should not simultaneously be a member of the administration at the departmental level or above or have other faculty leadership roles.
- A commitment and understanding of diversity in an academic environment.
- Excellent communication skills.
- Demonstrated effective listening and problem-solving skills.