

- Index/Position No.: DRAFT  
Level 15  
Position Title: University Ombudsperson  
Department: Office of the President

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- Expectations for All Employees

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- East Tennessee State University pursues its mission based upon core values. An employee's job performance must support and exhibit the university's core values:

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- PEOPLE** come first, are treated with dignity and respect, and are encouraged to achieve their full potential;  
**RELATIONSHIPS** are built on honesty, integrity and trust;  
**DIVERSITY** of people and thought is respected;  
**EXCELLENCE** is achieved through teamwork, leadership, creativity, and a strong work ethic;  
**EFFICIENCY** is achieved through wise use of human and financial resources; and  
**COMMITMENT** to intellectual achievement is embraced.

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- Function of Position

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- Responsible to the University President for providing confidential, informal, impartial, and independent conflict management and consultation services to university faculty and staff. Acts as a source of information and referral. Works with individuals and groups to explore and assist in determining options to help resolve conflicts and problematic issues or concerns; and to bring systemic concerns to the attention of the university administration.

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- Essential Functions

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- Provides a respectful, impartial, and confidential source for faculty and staff to discuss problems.
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- Assists in reframing issues and helping employees evaluate options.
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- Provides coaching as needed with regard to effective oral and written communication.
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- Provides information on university policies and practices.
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- Provides referrals to other services at the university.

Guides or coaches employees to deal directly with other parties.

Refers employees to the appropriate formal resolution resources within the university.

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- Assists in resolving interpersonal conflicts.

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- Facilitates confidential conversations between and among faculty, staff, and administrators involved in conflict situations.
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- Educates faculty and staff about the Office's confidentiality, neutrality and availability.

Facilitates one-on-one and group conversations as requested by faculty and/or staff members.

- Assists faculty and staff in the assessment of the pros and cons of possible options.
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- Follows-up to determine outcomes and further need of assistance.

Develops and recommends policies, procedures, practices, and strategies.

- Provides regular reports to the President, Provost, and Staff and Faculty Senates regarding the types of issues and concerns addressed to identify trends.
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- Develops and presents workshops on conflict related topics.
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- Provides individual and group needs assessment and coaching.
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- Assesses the campus climate.

Secondary Functions

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- Supervises office staff.
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- Serves on university committees as required.
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- Maintains departmental website.
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- Performs other related duties as assigned.

Knowledge and Abilities

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- Knowledge of federal and state laws, THEC regulations and university policies/procedures.
- Knowledge of conflict resolution processes and mediation services.
- Knowledge of principles and practices of higher education administration.
- Ability to remain nonjudgmental.
- Ability to problem solve and analyze facts.
- Ability to maintain confidentiality of information.
- Ability to communicate effectively with all levels of employees.
- Ability to interpret policy and develop programs that meet university goals and objectives.

Supervision Given and Received

Reports directly to the University President initiating programs under general direction, working from policies and general objectives. Directly supervises staff.

Minimum Qualifications

Master's degree required; JD or terminal degree preferred. Three years of experience working in mediation, alternative dispute resolution, arbitration, or a related field required. Training in mediation or alternative dispute resolution required. Experience in working in higher education required. Experience in working in an ombudsman office preferred.

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