



Employment Opportunity

Job ID: SCHII-24-17

Job Title: Ombudsperson

Department: Provost Office, Lakehead University Student Union

Campus: Thunder Bay, ON

Status: Full Time, Permanent

Job Category: Non-union

Date Posted: March 12, 2024

Closing Date: March 26, 2024

Why Lakehead University?

Thunder Bay is one of Canada's top emerging cities. Here you will find a mix of modern city living and the best of nature – all on your doorstep. Thunder Bay provides small city affordability, big city opportunities and the bonus of a superior lifestyle. When it comes to location, nature and cost of living, Thunder Bay is one of the best places to live in Canada. For more on the vibrant city of Thunder Bay, visit thunderbay.ca.

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Your unique ideas will be respected and encouraged. Join our thriving academic community where you can make a real difference through innovation and collaboration.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. In 2022, for the third year in a row, Lakehead University was included in the top 100 of the Times Higher Education Impact Rankings. Lakehead is the highest ranked university in the world with under 10,000 students. Maclean's has once again included Lakehead University among Canada's top 10 primarily undergraduate universities in the magazine's 2023 University Rankings.

About this Job

As the Ombudsperson at Lakehead University, you'll play a crucial role in addressing inquiries, complaints, and grievances from students, staff, and faculty, excluding union employment and labor relations. Upholding the principles of natural justice and within the framework of existing policies and laws, you'll serve as an impartial third party, primarily assisting University students in addition to university employees, while ensuring fairness for all. Your responsibilities include investigating concerns, mediating conflicts, and providing guidance in accordance with University policies and procedures. Additionally, you'll have the opportunity to advocate for necessary changes to policies and procedures, contributing to a more equitable and transparent academic and work environment.

What will you be doing!

- Establish procedures for receiving administrative, academic, and individual complaints from the university community.
- Serve as a knowledgeable resource on University rules, regulations, policies, and procedures.
- Assist in resolving conflicts and navigating bureaucratic processes.
- Provide dispute resolution alternatives, crisis intervention, and guidance on due process.
- Assist students through mediations or preparation for appeal hearings.
- Act as a mediator between students, faculty, and staff upon request.
- Identify key issues and recommend systemic changes in the Ombuds Annual Report.
- Investigate internal conflicts for students, faculty, and staff.
- Provide dispute resolution alternatives and information on due process.
- Consult and refer individuals to campus services as needed.
- Facilitate communication between students and various university and community entities.
- Manage data on community complaints and injustices.
- Track and analyze data to identify trends and recommend process and policy changes.
- Act as a sensor within the university community to identify and address concerns.
- Design and conduct training programs on dispute resolution and related topics.
- Advise the university community on fair processes and present on Ombuds-related topics.
- Publicize office services through various communication channels.
- Attend regular meetings of the Ombudsperson Committee and university committees.
- Participate in Thunder Bay and Orillia community resource groups as necessary.
- Represent the office at professional conferences and network meetings.
- Create and maintain organized files.
- Oversee the office budget efficiently.

What are we looking for!

- A bachelor's degree is required, while a Master's degree in a related field is preferred.
- Completion of training in mediation, dispute resolution, or negotiations is essential.
- Experience working with people of diverse backgrounds and cultures is essential.
- A minimum of 3 years of progressive experience in an Ombudsman role is required, or an acceptable equivalent of education and combined experience.
- Comprehensive understanding of dispute resolution and mediation practices, including the conduct of investigations.
- Familiarity with relevant laws, legislation, research methodologies, and reporting practices.
- Proficiency in handling a wide range of issues, such as landlord and tenant disputes, immigration problems, consumer complaints, and human rights disputes.
- Strong grasp of conflict resolution techniques and skills, with the ability to facilitate resolution between parties.
- Ability to work effectively in a multicultural and highly diverse setting, demonstrating maturity and judgment in heated or hostile situations, and showing sensitivity to the academic environment.
- Openness, objectivity, and the capacity to understand issues from multiple perspectives.
- Innovative thinking in developing responsive options to address differing needs.

Assets:

- Demonstrated ability to build relationships, establish credibility, and diplomatically resolve difficult issues.
- Proactive initiative to ensure accuracy and appropriateness in addressing matters.
- Exceptional interpersonal, communication, conflict resolution, and negotiation skills.
- Tact, sensitivity, and discretion in working with clients in crisis situations.

- Excellent organizational abilities, including the management of multiple cases simultaneously.
- Capability to work independently and impartially, maintaining strict confidentiality and neutrality.
- Understanding of the professional codes of practice relevant to the role of Ombudsperson.

Working Conditions

Office environment

What do We Offer?

This position offers a competitive remuneration package including salary, comprehensive benefits package, life insurance, pension plan, and tuition waiver.

Lakehead University has a commitment to supporting employees and providing opportunities for flexible and diverse work arrangements. We are proud to share the [Alternate Work Arrangement Guideline](#) as a step to creating innovative schedules that work for our employees to promote a quality work-life balance. Please inquire with the hiring manager if this position is eligible for an Alternate Work Arrangement.

How to Apply

Interested applicants may apply by clicking on this link to [this Google Form](#) and attaching your cover letter and resume in word or PDF format.

If you are experiencing any issues with the Google Form, please email humanres@lakeheadu.ca for assistance.

We appreciate your interest; however, only those selected for an interview will be notified. Lakehead University is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, racialized persons, Indigenous people, persons with disabilities and other equity-seeking groups. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements.

Lakehead University is committed to supporting an accessible environment. Applicants requiring accommodation during the interview process should contact the Office of Human Resources at (807) 343.8010 ext. 8334 or human.resources@lakeheadu.ca to make appropriate arrangements.