AUB  

JOB DESCRIPTION

JOB TITLE: Ombuds  
DEPARTMENT: Ombuds Office

DIVISION: 
SECTION:

1. **BASIC FUNCTION:**

   Offers neutral, impartial, confidential and informal dispute resolution assistance to members of the AUB community and recipients of health care services at facilities operated by AUB personnel. Serves as an advocate for the equitable implementation of University policies and procedures and as a source of information and referral for constituents. Provides upward feedback and critical analysis of gaps between the principles of the institution and actual practices.

2. **DUTIES PERFORMED:**

   a. Establish and manage the Ombuds Office, its goals, direction and programs.

   b. Recommend and oversee the operating budget of the Ombuds Office.

   c. Supervise and evaluate the work of Ombuds Office staff.

   d. Promote the University’s Principles of Ethical Conduct.

   e. Provide objective and confidential assistance to members of the AUB community who are concerned or aggrieved about a University-related issue.

   f. Act as an informal source of information on University policies and procedures.

   g. Facilitate communication and dispute/conflict resolution by clarifying issues and identifying options that are responsive to different needs.

   h. Serve as an informal facilitator or mediator, when appropriate, to assist parties in reaching equitable and mutually acceptable resolutions.

   i. Ensure the confidentiality of all communications involving the Ombuds Office.

   j. Design and conduct training programs for the AUB community in dispute/conflict resolution, discrimination and harassment issues, civility and related topics.

   k. Oversee the development and dissemination of educational materials related to the Ombuds Office, such as online modules, website text and brochures.

   l. Keep anonymous statistics and submit periodic and annual reports to the president.

   m. Undertake regular professional development activities.
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n. Maintain membership in the International Ombudsman Association and other relevant professional organizations.

3. WORK CONTACTS:

Regular contacts with the president, members of the AUB community, and recipients of health care services at facilities operated by AUB personnel.

4. INDEPENDENCE OF OPERATION:

Reports to the president. Works independently within legal and organizational guidelines according to the Terms of Reference of the AUB Ombuds Office and in line with the Code of Ethics and Standards of Practice of the International Ombudsman Association.

5. SUPERVISORY RESPONSIBILITY:

Gives work direction to staff in the Ombuds Office.

6. PHYSICAL EFFORT:

Minimal physical effort.

7. WORK CONDITIONS:

Clean and pleasant.

8. MINIMUM REQUIREMENTS:

a. Advanced degree in a relevant field and substantial experience as an institutional ombuds and/or a conflict resolution practitioner in an academic or institutional environment.

b. Proven administrative and management skills.

c. Outstanding communication and interpersonal skills, and the ability to work effectively with constituents from all levels of the University and a broad range of cultural backgrounds.

d. Excellent problem-solving skills and a realistic awareness of how decisions may impact the lives of individuals seeking assistance.

e. High degree of personal and professional integrity.

f. Discreet, diplomatic and objective.

g. Membership in or willingness to become a member of the International Ombudsman Association

h. Languages: English and Arabic.

i. Good familiarity with commonly used word processing, spreadsheet, database, and presentation software packages.