


USC University of Southern California **Ombud**
Job Description
JOB INFORMATION

<i>Job Code:</i>	133067
<i>Job Title:</i>	Ombud
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	Program Management
<i>Job Family Group:</i>	Administration
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Acts as a confidential, informal, impartial and independent resource for members of the University community, including faculty, staff, students, postdoctoral scholars, fellows and others, including visitors. Consults, makes referrals, mediates and resolves conflicts; designs and leads training workshops on diverse topics. Provides confidential assistance on a broad array of issues, including, but not limited to: authorship/intellectual property disputes, professor/student conflicts, workplace conflicts, discrimination, harassment, sexual misconduct and any other academic, work-related, or living-environment concerns. Fosters and maintains a safe environment where issues can be reported in good faith and discussed without fear of retaliation, demotion, termination or any other materially adverse action. Advocates for policies and processes that are designed to provide fair and equitable treatment for all.

JOB QUALIFICATIONS:
Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Master's degree		
	X	Master's degree	Social Work	Or
	X	Doctorate		

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		8 years		
	X	10 years		

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Extensive experience progressively applying polices, rules and regulations.
X		Trained by the International Ombudsman Association, and adheres to the IOA Standards of Practice and Code of Conduct.
	X	Experience in higher education and/or counseling.
	X	Fluency in American Sign Language (ASL) and languages other than English.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
			Certification in mediation and/or conflict resolution.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Actively listens to and discusses questions, complaints and concerns with open avenues of communication for in-good-faith reporting. Provides assistance and answers or guides parties to someone who can better appropriately help, whether an on- or off-campus resource. Assists visitors in evaluating options and determining the best or most desirable course of action from their point of view. Conducts informal fact gathering, as appropriate and to better understand an issue, while maintaining expected confidentiality and responsiveness to the reporting party.				
Manages resolution of disputes among multiple parties, acting as a designated, impartial resource. Provides confidential assistance on a broad array of issues, including, but not limited to: authorship/intellectual property disputes, professor/student conflicts, workplace conflicts, discrimination, harassment, sexual misconduct and any other academic, work-related, or living-environment concerns.				
Understands and identifies relevant university policies and procedures, generating creative options to solve problems and mediate conflicts, where appropriate, if all parties to a dispute agree to mediation. Drives collaboration with university divisions including the Office of Equity and Diversity (OED), Office of Conduct, Accountability and Professionalism (OCAP), Human Resources, and the Office of Compliance. Coaches individuals in conflict management strategies while actively learning new methods.				
Recognizes situations and issues that pose potential legal liability, such as discrimination and harassment, and assists all who desire a confidential resource to consult in considering their options. Assists in determining how to handle a situation and whether to pursue a complaint. Provides a safe venue for expressing and discussing concerns as an alternative to formal grievances or investigation processes, and assists in creating systemic solutions.				
Compiles, analyzes and presents reports of statistical data annually. Identifies and analyzes problematic trends or recurring issues and, if possible, recommends systemic changes in policies and procedures to University leadership, including the President, Provost, or executive board, and the Office of Equity and Diversity. Provides an early warning of new areas of organizational concern, and creates and maintains a confidential and anonymous data collection for use in case management and reporting functions.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident.

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.