

Notice of Job Competition (OMB-2017-001)

Job Title: Assistant Ombudsman (Part-Time)

Department/Campus: Office of the Ombudsman at Algonquin College, Woodroffe/Ottawa Campus, Ontario.

Reports To: Ombudsman.

Salary Range: \$30.00 - \$41.00 per hour for a maximum of 24 hours per week. Position/contract ends April 30, 2018 and may be extended depending on funding and performance of the incumbent.

Job Posted On: 10-October-2017.

Job Posted Until: Open until position is filed.

Job Description:

As a member of the Office of the Ombudsman at Algonquin College, the Part-Time Assistant Ombudsman (the '**Assistant Ombudsman**') will assist the Ombudsman to fulfill the mandate and responsibilities of the Ombudsman, as outlined in the Terms of Reference, [SA02: Ombudsman](#).

Reporting to the Ombudsman, the Assistant Ombudsman will work with the Ombudsman – and other member(s) of the Office of the Ombudsman – to provide an independent, impartial and confidential process through which students of the College may pursue the resolution of any college-related concern. Specifically, the Assistant Ombudsman will assist the Ombudsman with the mandate to:

1. Investigate, at the absolute discretion of the Ombudsman, any Student(s) complaint about aspects of student life, including:
 - a. academic matters;
 - b. services provided by the College or the Students' Association;
 - c. the operations of the College or the Students' Association;
 - d. the treatment received from other Students; and
 - e. the treatment received from Staff and Faculty.
2. Provide information to students on College policies and procedures, the rights and responsibilities of students in College situations, and provide advice on where and to whom complaints and inquiries are to be appropriately directed.

In accordance with the Ombudsman Terms of Reference [SA02: Ombudsman](#), the Office of the Ombudsman is independent of all administrative structures of Algonquin College and the Algonquin Students' Association. Thus, the Assistant Ombudsman shall be independent of all administrative structures of Algonquin College and the Algonquin Students' Association. For administrative purposes only – for example, processing payroll and leave of absence – the Assistant Ombudsman shall be an "employee" of the Algonquin Students' Association and shall enter into an employment contract with the Office of the Ombudsman.

Essential Qualifications

- Undergraduate degree in a relevant discipline (e.g. psychology, social work, sociology, counselling, education, law and any other related field), OR an appropriate combination of experience and education.
- Two to five years of related experience and professional training, including experience and demonstrated skills in conflict resolution, mediation, negotiation, facilitation, counselling, consensus building, human rights work, investigative techniques, research, report writing and public speaking;
- Excellent judgement, objectivity, diplomacy, highly developed personal integrity, strong commitment to fairness, knowledge and adherence to the principles of natural justice, analytical reasoning, ability to work independently with limited direction, and the ability to build credibility and effective working relationships;
- In-depth working knowledge of the post-secondary educational setting and the policies and services available to students complemented by practical experience from working in a highly diverse environment, sensitivity, cultural competence, and the exercise of tact and decorum;
- Ability to interact with stakeholders at all levels in the College community, dealing effectively with clients in crisis and diffusing emotional situations and conflicts;
- Knowledge of and commitment to the professional code of practice and standards that apply to an Ombudsman/Ombudsperson;
- Highly developed interpersonal and communication skills, including written, verbal, respectful communication, and the ability to deliver compelling presentations;
- Excellent organizational and administrative skills; and
- Microsoft Office software applications skills.

Consideration of candidates will commence October 20, 2017 and continue until the position is filled.

How to Apply:

To apply for this position, please submit your application and related materials, as a single PDF document, to normanp1@algonquincollege.com stating the title of the position, and quoting the competition number 'OMB-2017-001', in the subject line of your email.

Algonquin Students' Association/Algonquin College values diversity and is an equal opportunity employer.

We offer an inclusive work environment and encourage applications from all qualified individuals.

Accommodations are available throughout the interview process. Workplace accommodations are available.

While we thank all those who apply, only those to be interviewed will be contacted.

NOTE: The posting of this position on the Algonquin Students' Association and/or Algonquin College website is only for the purposes of advertisement and collecting applications. The Office of the Ombudsman remains independent of all administrative structures of Algonquin College and the Algonquin Students' Association.