



A&M-COMMERCE

Faculty Ombuds

September 30, 2024

Division of Academic Affairs

Core Values: Competencies

Results-Based Accountability: Assures Accountability

Empowerment: Drives Engagement

Excellence: Drives Vision and Purpose

Access: Customer Focus

Description

The Ombuds provides neutral, confidential, and independent service to faculty seeking information for conflict resolution. Services provided include consultation, referrals, explanations of policies and procedures, review of applicable resolution methods, and other services. The Ombuds maintains strict confidentiality to the extent feasible and lawful. The Ombuds will serve a term of no more than three (3) years, unless removed earlier by the Provost.

Responsibilities

- Provides a neutral, independent, impartial, and confidential environment for consultation.
- Listens to concerns and discusses appropriate options for resolution.
- Does not advocate on behalf of any individual or entity within the organization and, instead, seeks to identify processes and solutions that are fair and equitable to all parties.
- Mediates complaints when usual channels for resolution of the conflict have been exhausted or have failed to work.
- Refers faculty to appropriate campus resources.
- Coordinates resource use, as necessary.
- Collaborates with all campus partners in university-wide efforts to promote a positive campus culture and climate.
- Keeps secure records in accordance with the recommendations of the International Ombuds Association (<https://www.ombudsassociation.org/>)
- Generates aggregated and de-identified annual reports to share with Division of Academic Affairs leadership, identifying themes emerging from the work of the Ombudsperson relevant to campus culture, climate initiatives, and areas for policy and process improvement. All reporting should follow university policy and standard practices recommended by the International Ombuds Association.



A&M-COMMERCE

- Provides training and community outreach focused on conflict resolution skills, effective communication, and successful culture-change initiatives.
- Engage in ongoing training provided by the International Ombuds Association and other sources (expected to complete the Core Courses provided by the IOA within the first 18 months of service as ombuds).
- Hear concerns and complaints of faculty members regarding university policies, procedure, and decisions made by officers of the University which affect the constituent population and communicating such concerns to the University and its officers in an informed, confidential, and impartial manner.
- Facilitates lines of communication between individuals and groups when conflict has otherwise severed constructive communication.
- Engages in informal exploration of issues or concerns and attempts to verify the relevant information or facts when working with the complainant through a transparent and fact-verification process.
- Works with other leaders, as appropriate, to provide protection against those whom invalid or mistaken complaints have been made.
- Performs other duties as assigned.

Education and Experience

- Tenured faculty member
- A comprehensive understanding of university policies and procedures is desirable

Compensation

- The Ombuds role requires a minimum of 5 hours per week, with a total compensation of \$6,000.00 to be paid in each semester: fall (\$2,000); spring (\$2,000); and summer (\$2,000).

Last Updated: September 30, 2024