



AMS Ombudsperson

Position Title:	AMS Ombudsperson	Length of Term:	September 1, 2017 – April 30, 2018
Reports To:	AMS Council	Hours per week	15
Employee Status:	Term, Appointed	Salary:	Tier 2

Position Purpose

The AMS Ombudsperson provides mediation and/or negotiation services to members in conflict with the AMS. The AMS Ombudsperson also provides facilitation, peer and emotional support to members of the AMS. The AMS Ombudsperson reports to an appropriate authority any reasonable complaint with the AMS or its subsidiary organizations, while maintaining the standards of the Ombuds Office. The AMS Ombudsperson also manages and oversees all aspects of the AMS Ombuds Office.

Duties and Responsibilities

- Provide facilitation, peer and emotional support to members of the AMS,
- Provide mediation and/or negotiation services to members in conflict with the AMS,
- Assist members write appeals to the AMS regarding their complaints by providing members with feedback as required,
- Receive, investigate, and resolve complaints from students and AMS staff about AMS-related issues; report to an appropriate authority any reasonable complaint with the AMS or its subsidiary organizations,
- Develop a working relationship with AMS Advocacy, the UBC Ombudsperson, UBC Equity and Inclusion, and other AMS Services,
- Gather student feedback during the year and keep statistics on the office,
- Report office progress to AMS Council,
- Prepare a detailed budget and provide operational and financial reports,
- Liaise with relevant internal and external groups as required,
- Market and promote the office to the UBC community, in consultation with the Communications Manager,
- Uphold the standards of the Ombuds Office,
- Work with the AMS mission statement and values to operate a successful department,
- Maintain ten (10) weekly office hours,
- Manage administrative details of the office,
- Attend AMS Council meetings,
- If required: assist in the training of successor, consulting with other relevant groups,
- If required: recruit, train, and supervise the Deputy Ombudsperson and volunteer caseworkers, and
- Other duties as required.

Qualifications and Experience

- May not hold any other position (elected or appointed) within the AMS,
- Excellent facilitation skills,
- Extensive experience in conflict resolution,
- Some knowledge regarding university and faculty policies,
- Strong sense of the meanings and implications of confidentiality and impartiality,
- Strong communication, listening, interview, and interpersonal skills,
- Ability to be both assertive and understanding,
- Ability to work both independently and collaboratively, and
- Strong sense of professionalism and commitment to thoroughness.