



Position Description

Position Title:	AMS Ombudsperson
Reports to:	AMS Council
Supervises:	None
Employee Status:	Term, Appointed
Recommended by:	Extraordinary Hiring Committee
Length of Term:	February 4 th , 2015 – April 30 th , 2015
Hours per week:	20
Compensation:	Salaried based on \$12.25, (Tier 3)

Position Purpose

The AMS Ombuds Office receives, investigates, and resolves complaints from students who feel they have been treated unfairly at the university. The office receives, investigates, resolves and reports to an appropriate authority any reasonable complaint with the AMS or its subsidiary organizations, filed by UBC students or AMS staff

The AMS Ombudsperson manages and oversees all aspects of the AMS Ombuds Office.

Duties and Responsibilities

- Prepare a detailed budget and provide operational and financial reports
- Assist in the recruitment, hiring and training of employees
- Receive, investigate, and resolve complaints from students about the Society
- Investigate, resolve and report to an appropriate authority any reasonable complaint with the AMS or its subsidiary organizations, filed by UBC students or AMS staff
- Provide facilitation, peer and emotional support to members of the Society
- Provide mediation and/or negotiation services to students in conflict with the AMS
- Help students write appeals to the University or the AMS
- Develop a working relationship with the AMS Advocates Office
- Liaise with all relevant on and off-campus groups
- Maintain regular office hours
- Report progress and convey service goals to AMS Council
- Gather student feedback during the year and keep statistics on the service
- Train and supervise the Deputy Ombudsperson as well as volunteer caseworkers, if required
- Market and promote the service
- Live the mission and values of the AMS daily
- Other duties as required

Qualifications and Experience

- Strong communication/writing and interpersonal skills
- Approachable and friendly
- Ability to work both independently and collaboratively
- Experience in advocacy
- Concern for student issues

- Strong sense of the meanings and implications of confidentiality and impartiality
- Ability to be both assertive and understanding
- Excellent creative problem solving skills
- Strong professionalism and commitment to thoroughness
- Strong listening and interview skills
- Some degree of knowledge regarding university and faculty policies
- Applicants must be and remain UBC students throughout their entire term, and may not hold any other elected or appointed position within the AMS.