

ATTACHMENT #6 – AMS DEPUTY OMBUDSPERSON JOB DESCRIPTION**Job Description****Position title:** Deputy Ombudsperson**Reports to:** Ombudsperson**Supervises:** None**Employee status:** Term, Appointed**Length of term:** August 1, 2019 – April 30, 2020**Hours per week:** 10**Compensation:** Tier 2**Position Purpose**

The Deputy Ombudsperson provides mediation and/or negotiation services to members in conflict with the AMS or between each other. The Deputy Ombudsperson also provides facilitation, peer and emotional support to members of the AMS. In addition, they are responsible for performing investigations on a case-by-case basis. They also are to report to an appropriate authority any reasonable complaint with the AMS or its subsidiary organizations, while maintaining the standards of the Ombuds Office. The Deputy Ombudsperson reports to the Ombudsperson and works with them on any cases that they are assigned to.

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 about AMS-related issues.
- Report to an appropriate authority any reasonable complaint with the AMS or its subsidiary organizations.
- Develop a working relationship with the UBC Ombudsperson, AMS Advocate, UBC Equity and Inclusion Office, and other AMS services.
- Gather student feedback during the year and keep statistics on the Ombuds Office.
- Understand various AMS policies, rules, procedures, and guidelines.
- Developing and maintain record-keeping mechanisms.
- Liaise with relevant internal and external groups as required.
- Uphold the standards of the Ombuds Office.
- Work with the AMS mission statement and values to operate a successful department.
- Maintain five (5) weekly office hours.

- • Other duties as required.

Qualifications and Experience

- • Must be a currently registered student at UBC Vancouver.
- • May not hold any other position (elected or appointed) within the AMS.
- • Excellent facilitation and conflict resolution skills.
- • Strong sense of the meanings and implications of confidentiality, impartiality, and procedural fairness.
- • Strong communication, listening, interview, and interpersonal skills.
- • Ability to be both assertive and understanding.
- • Strong sense of professionalism and commitment to thoroughness.