Ombuds (VSS 201600300)  
Student Services

Location: London  
Employment Group: Admin  
Type of Position: Full-time  
Hours per week: 37.5  
Closing Date: Open Until Filled

**Note:** This is a full-time Administrative position (37.5 hours per week).

**Duties:** Reporting to the President, the Ombuds is an independent, impartial and confidential advocate for fairness. The Ombuds is responsible for the leadership, strategic planning, and direction of the Office of the Ombuds. This includes the effective management and operation of the Office.

The mandate of the Ombuds is to:

Receive, investigate, and seek to resolve, at the request of any member of the College community, or upon the Ombuds' own motion, any problems, complaints, or disputes with regard to any aspect of student interaction with the College or Student union or area campus student councils with the aim of achieving fairness for all parties.

In carrying out this mandate, the Ombuds will:

1) Provide general information about College resources, policies, procedures and rules, and advice concerning rights and responsibilities in situations where problems or questions may arise.

2) Make recommendations to those in authority with a view to remedying the situation of individuals and recommend changes in policies, rules or procedures, aimed at improving the College, and/or Fanshawe Student Union (FSU) fairness indicators within their operations.

The Ombuds will provide guidance to students on appeal processes and how to prepare for appeals. The aim of the guidance is to encourage students to follow processes and provide relevant information in a timely manner. The Ombuds does not act as an advocate for students with respect to appeals.

The Ombuds identifies quality improvement opportunities within the context of policies, practices, and procedures that affect student related matters, and therefore, supports the College's vision and mission, along with the College's strategic and operational plans. In doing so, the Ombuds independently manages the operation and budget of the Office.

**QUALIFICATIONS:**

- Post-secondary 4 year degree with background in Law, Business, Education or Conflict Resolution
- Minimum 7 years recent and related experience
- Alternate Dispute Resolution training
- Knowledge and skills in conflict resolution, mediation and dispute resolution and Human Rights Legislation
- Ability to conduct investigations and make recommendations
- Strong analytical and problem solving skills
- Strong human relations and customer service skills
- Excellent oral and written communication skills, in particular, when dealing with difficult people and challenging situations
- Knowledge of current communication needs and preferences of students
- Planning, organizational and case management skills
- Sensitivity to diversity and human rights matters
- Demonstrate the five main values of Fanshawe College
- Build a collaborative coalition
- Ability to influence change
- Identify quality improvement opportunities and recommend strategies and initiatives for operational and systemic improvement

While transcripts are not required for the interview, they are mandatory prior to any offer of employment.

How to Apply:
For more information and how to apply, please visit the Fanshawe College website at: https://jobs.fanshawec.ca/applicants/jsp/shared/Welcome_css.jsp

We thank all applicants for their interest; however, only those chosen for an interview will be acknowledged.

Fanshawe College is an equal opportunity employer. We are committed to equity, value diversity, and welcome applicants from diverse backgrounds.

Fanshawe College provides accommodations to job applicants with disabilities throughout the hiring process. If a job applicant requires an accommodation during the application process or through the selection process, the hiring manager and the Recruitment Coordinator leading the recruitment will work with the applicant to meet the job applicant's accommodation needs.