

Position Description for Graduate School Ombudsperson

The Graduate School ombudsperson will be a neutral, independent, informal, and confidential resource for graduate and professional students who can provide assistance and coaching on a variety of issues. The ombudsperson will not participate in any formal grievance procedures other than as a neutral observer and will not make binding decisions or policy. The ombudsperson will listen to concerns and help graduate and professional students understand what university policies and resources exist relevant to the concerns. The ombudsperson may coach or provide options to the graduate or professional student on ways to approach a difficult conversation and will also explain what would be involved in pursuing a formal complaint or grievance.

Position Details

- The initial term will be three years and is renewable.
- The position will carry an administrative stipend equal to 25% of the academic year salary.
- The ombudsperson is an independent position with reporting to the Vice Provost and Dean of the Graduate School

Duties/Responsibilities:

- Listen to and discuss questions, complaints, and concerns from graduate and professional students; provide answers to questions or help to identify the relevant policies, offices, or individuals who can further assist with the issue.
- Coach graduate and professional students in having difficult conversations with others including faculty, staff, and students;
- Provide a safe, confidential place for discussing concerns; provide options and creative solutions to concerns;
- Track concerns and complaints by category, degree level, college/program and demographics for annual reporting;
- Complete ombudsperson training offered by the International Ombudsman Association.
- Follow the Code of Ethics and Standards of Practice of the International Ombudsman Association.

Qualifications:

- PhD, JD, or equivalent;
- Faculty member currently employed at UH with at least 5 years relevant experience;
- Previous experience working with graduate and/or professional students;
- Experience in university governance, familiarity with university rules, policies and operating procedures, especially as pertain to graduate and professional education;
- Excellent communication and interpersonal skills and ability to manage difficult conversations;
- Commitment to diversity, equity, and inclusion;
- Demonstrated facilitation or mediation, arbitration and/or dispute resolution experience.

How to Apply

Please send your curriculum vitae and a letter of interest in the position to sclarsen@central.uh.edu. Applications are due by October 1, 2021.