

Job ID: GEN-23-10
Job Title: Ombudsperson
Department: Provost Office, Lakehead University Student Union
Campus: Thunder Bay, ON
Status: Part-time, Permanent
Job Category: Non-union

Date Posted: November 30, 2023
Closing Date: December 14, 2023

Why Lakehead University?

Thunder Bay is one of Canada's top emerging cities. Here you will find a mix of modern city living and the best of nature – all on your doorstep. Thunder Bay provides small city affordability, big city opportunities and the bonus of a superior lifestyle. When it comes to location, nature and cost of living, Thunder Bay is one of the best places to live in Canada. For more on the vibrant city of Thunder Bay, visit thunderbay.ca.

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Your unique ideas will be respected and encouraged. Join our thriving academic community where you can make a real difference through innovation and collaboration.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. In 2022, for the third year in a row, Lakehead University was included in the top 100 of the Times Higher Education Impact Rankings. Lakehead is the highest ranked university in the world with under 10,000 students. Maclean's has once again included Lakehead University among Canada's top 10 primarily undergraduate universities in the magazine's 2023 University Rankings.

About this Job

The Ombudsperson assists students, staff and faculty to address concerns related to possible breaches of University policies and procedures and the rules of natural justice. Acting independently of University administration, the Ombudsperson investigates and addresses concerns in an impartial manner, mediates to assist in the resolution of conflicts and provides advice and recommendations to decision makers on the fair resolution of complaints. The Ombudsperson provides information to parties with respect to their rights and responsibilities and interprets University policies and procedures, including processes of appeal. The Ombudsperson also recommends changes to University policies and procedures where appropriate.

Qualifications

- Post-secondary education at the university level in a related field;
- Knowledge of the principles of Fairness and Natural Justice;
- Knowledge of Human Rights legislation and an ability to determine which matters are more appropriately referred to the Lakehead University Office of Human Rights and Equity;
- Understanding of the culture and governance which exists in a University setting;
- Knowledge of relevant University policies and procedures;



Employment Opportunity

- Ability to build relationships and credibility and to function in a diplomatic manner while resolving difficult issues;
- Initiative to ensure matters are addressed accurately and appropriately ;
- Interpersonal and communication, conflict resolution and negotiation skills;
- Ability to exercise tact, sensitivity and discretion while working with clients in crisis;
- Excellent organizational skills including the ability to manage multiple cases at one time;
- Ability to work independently and impartially, while maintaining a stance of neutrality and strict confidentiality;
- Knowledge of the professional codes of practice that apply to the Ombudsperson

Working Conditions

- Office environment

How to Apply

Interested applicants may apply by clicking on this link to [this Google Form](#) and attaching your cover letter and resume in word or PDF format.

If you are experiencing any issues with the Google Form, please email humanres@lakeheadu.ca for assistance.

We appreciate your interest; however, only those selected for an interview will be notified. Lakehead University is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, racialized persons, Indigenous people, persons with disabilities and other equity-seeking groups. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements.

Lakehead University is committed to supporting an accessible environment. Applicants requiring accommodation during the interview process should contact the Office of Human Resources at (807) 343.8334 or human.resources@lakeheadu.ca to make appropriate arrangements