

**The University of North Carolina General Administration
EPA Designation Request Form**

Institution: University of North Carolina at Chapel Hill

Division/School/Department: University Ombuds Office

EPA Designation Requested:

- Senior Academic and Administrative Officer, I.A.* (SAAO, Tier I)
 Senior Academic and Administrative Officer, I.B.* (SAAO, Tier II)
 Instructional, Research and Public Service (IRPS)

Proposed Position Information:

Proposed Title: Associate University Ombuds

Proposed Working Title (if different): _____

Proposed Position Number: 1004561 Proposed JCAT Code: 422

Current Status: SPA EPA New Position

Current Position Information (if applicable)

Current Title: _____

Name of employee in position: _____

Name and title of supervisor: Wayne Blair, University Ombudsperson

Institutional Authorization:

Print Name: Matthew S. Brody Title: Assoc Vice Chancellor for Human Resources

Signature:  Date: 6/10/2013

Mailing Address: 104 Airport Road, CB#1045, Chapel Hill, NC 27599

Mailing Address 2: _____

Telephone: 919-962-2897 Fax: 919-962-8568 Email: matt_brody@unc.edu

Electronically submit completed form with the following required documentation scanned into a single PDF package:

- A written justification for requested action to include specific reference to relevant elements in SAAO definition or Instructional/Research definitions.
 A detailed position description.
 An organizational chart that includes position titles, position numbers, position designations (SPA, EPA, SAAO), and employee names.

Submit to: hrab@northcarolina.edu

Questions to: Keith Dupuis, HR Consultant, (919) 843-5479, kedupuis@northcarolina.edu



To: William Fleming
Vice President for Human Resources
UNC General Administration

From: Matt Brody
Associate Vice Chancellor for Human Resources
UNC Chapel Hill

Date: June 10, 2013

Subject: Request for EPA – SAAO Designation - Position 1004561 – Associate University Ombuds

The University of North Carolina at Chapel Hill is submitting a request to have Position 1004561 – Associate University Ombuds designated as Senior Academic Administrative Officer (SAAO). We request that this position be reviewed for consideration under the guidelines specified in the UNC Policy on Senior Academic and Administrative Officers, Section 1B.

The University Ombuds Office is a place where Carolina staff, faculty, students, and administrators may talk in confidence about a campus issue, concern, problem or dispute. Traditionally, the Ombuds Office offered informal dispute resolution services to approximately 12,000 faculty and staff at the University. In 2012, the Ombuds Office expanded its services to include students. The University enrolls 18,503 undergraduates, 8,262 graduate students and 2,513 professional degree students. The primary goal is to provide students confidential consultation in assisting with the resolution of any university-related concern, including interpersonal conflicts, student life, student policy interpretation, academic issues, discrimination and harassment, etc. Offering consultation services to students has created the need to add additional full-time staff to the office. Last year, the Ombuds Office handled 500 cases, a number that is projected to increase to over 2,000 this year.

Dr. Laurie Mesibov, Professor of Public Law and Government, began serving as one of two University Ombuds at UNC Chapel Hill on a half-time basis in 2005. As a tenured faculty member and former member of the Faculty Grievance Committee, Faculty Executive Committee and Faculty Council, she is ideally suited to focus on faculty issues and to provide an informed, impartial and confidential source of assistance to individual faculty or groups experiencing conflicts with others at the University. Dr. Mesibov will assume the role Associate Ombudsperson on a full-time basis and will hold a secondary faculty appointment in the School of Government.

While we understand that in most cases, positions designated as SAAO tend to serve as director of a specific division or department of institutional activity, we believe that the independent structure and function of the office and strict standards of practice and ethical principles under which the Office must operate support designating the Associate Ombuds position as SAAO. The Associate Ombuds functions in a confidential and direct support relationship to the primary officer and has direct responsibility for a specific sphere of operations within the unit.

Please contact me if you have questions or need additional information. Thank you for your attention to this request.

EPA NON-FACULTY POSITION DESCRIPTION FORM

Used when new positions or position modifications are sent to General Administration's HR Advisory Board for review and approval

POSITION DATA:				Title IX Coordinator			
Action Requested:		<input checked="" type="checkbox"/>	Entirely New Position		Convert SPA to EPA		
05/22/2013			Existing Position Modification		Other -		
				CURRENT (if applicable)		REQUESTED	
Position #:						1004561	
EPA Non-Faculty Indicator/SPA Branch Role Indicator						SAAO – Tier II	
EPA Non-Faculty Subcategory							
DEPARTMENT DATA:							
Name of Position's Supervisor:		Wayne Blair		School/Division Name:		University Ombuds Office	
Supervisor's Title:		University Ombuds		Department Name/#:		2204	
Justification for EPA Designation							
Position Summary							
<p>The Associate University Ombuds serves all faculty, staff, students, and administrators by offering a confidential, informal, impartial and neutral dispute resolution service. The Associate University Ombuds is neither an advocate for any individual nor the University, but rather, an advocate for fairness who provides information, advice, intervention, and referrals to ensure that all members of the University community receive fair and equitable treatment. The rights and interests of all parties are considered, with the goal of achieving fair outcomes. The Office of the University Ombuds supplements but does not replace the University grievance procedures for faculty, staff or students. The Associate University Ombuds operates in an assistance and advisory capacity, and relies on the cooperation and good will of faculty, staff, students and the administration of the University.</p>							
Principal Functions							
#	%	Description					
1	50	The Associate University Ombuds will listen to faculty, staff, students and administrators and discuss their problems/concerns; coordinate with appropriate campus administrative offices to obtain explanations of University policies and procedures and help faculty, staff, students, and administrators use them. Open avenues of communication and gather information; serve as a liaison between the person with the concern and the person with who the conflict exists.					
2	50	Work through established administrative channels to assist in resolving problems; advise faculty, staff, students and administrators of alternative courses of action (i.e. referrals) and help pursue them.; follow up to ensure concerns are addressed. Recommend changes to correct problem areas. Provide ongoing education and communication about the Ombuds Program and role.					
Educational Requirements							
Candidates must possess and advanced degree and three years of dispute resolution or related experience.							
Qualifications & Experience Requirements							

EPA NON-FACULTY POSITION DESCRIPTION FORM

DEPARTMENT #:	2204	POSITION #:	1004561
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	Candidates must have outstanding communication skills and be able to communicate effectively with individuals at all levels of the University, and with individuals of various cultures and backgrounds. Candidates must possess excellent problem-solving skills and be able to gather information, analyze it, and assist the inquirer in developing appropriate options and actions. Candidates for this position must either be certified in dispute resolution or be willing to undergo certification.
	Proposed JCAT and CUPA Code
	JCAT – 422- Human Resources Professional CUPA – 4505 - Employee Relations Specialist, Senior New CUPA# - 422220 – HR Employee Relations Specialist, Senior

	HRAB Review Date and Decision

University Ombuds Office
Organization Chart
May 2013

