



Ombuds II

Boston, MA

 Employees work in a hybrid mode

Full-time

Work Format: Hybrid

Harvard Job Function: General Administration

Union: 00 - Non Union, Exempt or Temporary

Salary Grade: 060

Department: Ombudsperson Services

FLSA Status: Exempt

Company Description

By working at Harvard University, you join a vibrant community that advances Harvard's world-changing mission in meaningful ways, inspires innovation and collaboration, and builds skills and expertise. We are dedicated to creating a diverse and welcoming environment where everyone can thrive.

Why join Harvard Medical School?

Harvard Medical School's mission is to nurture a diverse, inclusive community dedicated to alleviating suffering and improving health and well-being for all through excellence in teaching and learning, discovery and scholarship, and service and leadership.

You'll be at the heart of biomedical discovery, education, and innovation, working alongside world-renowned faculty and a community dedicated to improving human health. This is more than a job - it's an opportunity to shape the future of medicine.

Job Description

The Harvard University Ombuds Office - located in Cambridge and Boston - provides independent dispute resolution services to Harvard faculty, staff, students, trainees and appointees at the affiliated institutions whose concerns are impacting their work or studies. The Ombuds Office provides visitors with a highly confidential, impartial and informal forum in which to clarify their concerns, identify their goals and consider all of their options in managing or resolving their concerns. Options can range from simply talking about problems to filing a formal complaint. The Ombuds Office provides coaching in written and verbal communications, one-on-one and group meeting facilitation, shuttle diplomacy, information about policies/procedures and resources, upward feedback to leadership about systemic issues and training. Any issue may be brought to the Ombuds Office.

Responsibilities include but are not limited to the following:

Dispute Resolution Consultation/Referral

- Assist visitors in identifying and considering their concerns, goals and potential options for next steps.
- Assist with clarification of university policies and procedures as needed.
- Conduct informal fact-finding to promote a better understanding of the issues, as appropriate.
- Provide conflict coaching, informal mediation, group facilitation, shuttle diplomacy.
- Consult with faculty and/or managers to develop general cooperative strategies for complaint resolution.
- Provide referrals to other resources as needed.
- Work closely with key offices serving faculty, staff, students and/or trainees.

Community Outreach and Education

- Provide ongoing education and communication about the Ombuds Office and its role to all Harvard-connected members.
- Conduct trainings currently offered through the Ombuds Office.
- Design and conduct new trainings as needed in the areas of negotiation and conflict resolution skills, authorship best practices and other related topics.

Policy Analysis

- Serve as a campus resource for those formulating or modifying policies and procedures.
- Maintain non-identifying visitor statistics and general statistics regarding trainings and presentations for the annual report and share statistics as requested and deemed appropriate by the office.

Professionalism/Office Integrity

- Take all steps to ensure the integrity of the Ombuds Office is maintained at all times, including upholding its standards regarding confidentiality, impartiality, independence, and informality.
- Respond to all individuals in a timely way and treat all with respect and professionalism.
- Contribute to an environment that fosters emotional and physical safety for all visitors and office staff.
- Work collaboratively and effectively with the Harvard Ombuds team in all aspects of work.
- Work collaboratively and effectively with the Program Administrator in all aspects of work including regarding the scheduling of visitors, organizing of training materials, general personnel administration and other tasks as needed.

As part of your application, we recommend including a cover letter that will help us better understand your qualifications and background. This can provide valuable insight into your experience and interest in the role.

Qualifications

Basic Qualifications:

- Bachelor's degree required.
- Minimum 10 years demonstrated experience in ombudsing, mediation and/or non-legal conflict resolution.
- Basic mediation training and/or IOA's Foundations of Organizational Ombuds course and/or an equivalent required, either completed or in process.
- Demonstrated experience in designing (including relevant computer skills) and conducting conflict management-related trainings.
- Demonstrated experience in staff supervision and office management.

Additional Qualifications and Skills:

- Advanced degree in a related field preferred.
- Prior experience in an academic/higher education environment is strongly preferred, as is experience in a research and/or health care environment.
- Priority given to candidates with extensive ombuds experience.
- Outstanding communication and interpersonal skills including the ability to work well with individuals at all institutional levels, an ability to quickly develop a rapport with others and experience working with subtle and/or complex institutional political dynamics.
- Excellent problem-solving skills.
- Demonstrated experience handling highly confidential matters with discretion and maintaining a professional demeanor at all times.
- Strong background of sensitivity to diversity issues.
- Works well both independently and as part of a team.

Additional Information

- **Standard Hours/Schedule:** 35 hours per week
- **Visa Sponsorship Information:** Harvard University is unable to provide visa sponsorship for this position.
- **Pre-Employment Screening:** Identity, Education
- **Other Information:** Please note that we are currently conducting a majority of interviews and onboarding remotely and virtually. We appreciate your understanding.
- **Staying Informed About Your Application:** Due to the high volume of applications, we may not always be able to reach out right away, but you can track your status anytime through the **Careers@Harvard** portal.

#LI-WG1

Work Format Details

This position has been determined by school or unit leaders that some of the duties and responsibilities can be effectively performed at a non-Harvard location. The work schedule and location will be set by the department at its discretion and based upon operational needs. When not working at a Harvard or Harvard-designated location, employees in hybrid positions must work in a Harvard registered state in compliance with the University's Policy on [Employment Outside of Massachusetts](#). Additional details will be discussed during the interview process. Certain visa types and funding sources may limit work location. Individuals must meet work location sponsorship requirements prior to employment.

Salary Grade and Ranges

This position is salary grade level 060. Please visit [Harvard's Salary Ranges](#) to view the corresponding salary range and related information.

Benefits

Harvard offers a comprehensive benefits package that is designed to support a healthy work-life balance and your physical, mental and financial wellbeing. Because here, you are what matters. Our benefits include, but are not limited to:

- Generous paid time off including parental leave
- Medical, dental, and vision health insurance coverage starting on day one

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- Retirement plans with university contributions
- Wellbeing and mental health resources
- Support for families and caregivers
- Professional development opportunities including tuition assistance and reimbursement
- Commuter benefits, discounts and campus perks

Learn more about these and additional benefits on our [Benefits & Wellbeing Page](#).

EEO/Non-Discrimination Commitment Statement

Harvard University is committed to [equal opportunity](#) and [non-discrimination](#). We seek talent from all parts of society and the world, and we strive to ensure everyone at Harvard thrives. Our differences help our community advance Harvard's academic purposes.

Harvard has an [equal employment opportunity policy](#) that outlines our commitment to prohibiting discrimination on the basis of race, ethnicity, color, national origin, sex, sexual orientation, gender identity, veteran status, religion, disability, or any other characteristic protected by law or identified in the university's [non-discrimination policy](#). Harvard's [equal employment opportunity policy](#) and [non-discrimination policy](#) help all community members participate fully in work and campus life free from harassment and discrimination.

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