



THE UNIVERSITY OF MICHIGAN
OFFICE OF THE PROVOST AND
EXECUTIVE VICE PRESIDENT
FOR ACADEMIC AFFAIRS

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NOV 28 2006

MEMORANDUM

TO: Charles B. Smith
Chair, SACUA

FROM: Central Faculty Ombuds Working Group
Karen Gibbons
Bruno Giordani
Bonnie Metzger
Lori Pierce

DATE: November 22, 2006

SUBJECT: Central Ombuds Job Description

We are pleased to forward for SACUA's review, the attached revised job description for the central Faculty Ombuds position. A copy of the information contained on the web is also attached for additional information.

We would like to post the position in early January to provide plenty of time to search for and identify a replacement for Bonnie Metzger whose appointment as Faculty Ombuds ends on May 31, 2007. We would appreciate having SACUA's feedback by December 15. If we do not hear back from SACUA by then, we will proceed with posting the position after the holiday break.

If you have any questions, please feel free to contact any member of the working group.

KLK
attachments

Classification Description

University of Michigan

Issued: 10/01/2003

Classification Code

Supersedes: New

1xxxxx

FLSA EP

TITLE FACULTY OMBUDS

GRADE:

BASIC FUNCTION AND RESPONSIBILITY

To represent the University of Michigan in providing ombuds services to University faculty from across the University; and to facilitate the resolution of faculty problems and complaints with respect to policy administration or conflict resolution.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Serve as ombuds for faculty (as defined by Regents' Bylaw 5.01.1) from across the University in the capacity of information specialist and advisor

Meet with faculty members to assist in determining the nature of complaints or problems, to advise on policy and to explore appropriate avenues for redress, based on the nature of involved issues.

Develop and maintain a network of University resources available to assist in achievement of conflict resolution responsibilities.

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Serve as a liaison between local ombuds and support network.

Where appropriate, work with faculty members and administrators to mediate and facilitate the resolution of issues.

Refer problems, as appropriate, to other University offices or external organizations.

Make recommendations regarding equitable problem resolutions and monitor the implementation of resolutions.

Maintain confidentiality within the constraints of Michigan law.

Maintain liaison with local ombuds in University units and at other Universities.

Serve as a protagonist for fairness and equity of system and institutional level policies, processes and procedures.

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Promote a proactive, visible faculty ombuds system

Prepare statistical reports for University administration and the Senate Advisory Committee on University Affairs (SACUA), Senate Assembly committees, or the Senate Assembly as a whole regarding numbers and types of complaints, interventions, outcomes and other issues.

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SUPERVISION RECEIVED

General direction is received from the Office of the Provost.

SUPERVISION EXERCISED

Functional supervision may be exercised over support staff.

QUALIFICATIONS

Current or emeriti appointment as a regular member of the Instructional staff is necessary.

Considerable experience in policy administration, counseling, or advising is desirable, preferably beyond a single unit.

Considerable knowledge of University policies, rules, procedures, organization and governance is necessary.

Demonstrated excellence in communication.

Demonstrated sensitivity to faculty-related issues and concerns, and ability to serve in a conciliatory role with faculty and administration.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of

any supervisor to assign, direct, and control the work of employees under his supervision. The use of a particular expression of illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

University of Michigan
CENTRAL FACULTY OMBUDS



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[Find the faculty ombuds for your school
or college](#)

[University Resource and Support
Services](#)

[Background and History of Faculty
Ombuds](#)

The basic function of the Central Faculty Ombuds is to facilitate the resolution of faculty problems and dilemmas with respect to policy administration or conflict resolution by working closely with the faculty ombuds of the schools and colleges.

Mission:

Enhance and facilitate even and fair interaction between and among individual faculty and members of all constituencies of the academic community.

Responsibilities:

- Support school/college faculty ombuds by helping to orient them to the ombuds role and by providing advice and information relevant to the concerns that faculty members bring to them
- When necessary or appropriate, work directly with distressed or concerned faculty members by investigating their complaints, academic dilemmas and conflicts, and help them to resolve their concerns
- Appraise and advocate for fairness and equity of system and institutional level policies, processes and procedures
- Promote a proactive, visible faculty ombuds system