

Job Description

Job Title:	Senior Case Consultant
Department:	Conflict Management and Human Rights Office
Reports To:	Director of Conflict Management and Human Rights
Jobs Reporting:	None
Salary Grade:	USG 10
Effective Date:	March 2020

Primary Purpose

The Senior Case Consultant is part of the Conflict Management and Human Rights team that provides a range of formal and informal resolution services to the campus community. The Senior Case consultant is responsible for managing the intake process with new clients including discussing concerns, options, policy connected to the Ontario Human Rights Code and the Occupational Health and Safety Act.

The Senior Case Consultant is also responsible for providing a range of informal resolution services including mediation, facilitation, workplace assessments, coaching and management consultations. The Senior Case Consultant conducts internal investigations in matters involving formal complaints of sexual violence, human rights violations, workplace harassment and systemic issues. In addition, the Senior Case Consultant supports line management with their requirements related to the exercise of institutional due diligence.

Key Accountabilities

Intake/Consultation/Management Consultation

- Meets with individuals in crisis to discuss their concerns and explain options to address concerns – both formal and informal.
- Answers and screens inquiry calls and emails from prospective clients.
- Obtains pertinent information from new clients by asking them to complete surveys or interviews courteously and professionally.
- Provides guidance to community members on matters related to policy 33 (Ethical Behaviour – harassment and discrimination), 36 (Dispute Resolution for University staff, 70 (Student Petitions and Grievances) and 71 (Student discipline)
- Provides ongoing support to line management related to their statutory obligations when addressing concerns of harassment and/or discrimination.
- Provides guidance on how to write and structure formal complaints of harassment and discrimination to all campus community members.
- Excellent case management and documentation required.

Informal Services

Mediation and facilitation

- Provides mediation and facilitation services to campus community members.
- Organize initial meetings with relevant stakeholders to discuss what needs to be resolved and undertake background research around the situation.
- Explain the mediation process and give equal opportunity for people to take part.

- Get written agreement from everyone who needs to participate in the sessions to confirm they are willing to engage with the process.
- Facilitate the mediation process by arranging sessions, communicating with each client and maintaining client confidentiality.
- Concentrate on what everyone has to say and identify what each person wants to get out of mediation.
- Make accurate and impartial notes from each session to reflect any remaining issues, as well as outcomes that have been reached, for clients to review.
- Decide how and when to assess whether mediation has been effective and where it is not helping and be able to communicate your professional judgement.
- Put any final agreement reached in writing and make sure all parties are clear about what the agreement means.
- Carry out any appropriate follow-up communication after mediation has been completed.

Workplace Assessments

- Provides workplace assessment services to line management.
- Create a customized questionnaire or survey.
- Preliminary meetings with line management discuss concerns and current workplace environment.
- Establish a clear mandate from the management client.
- Documentation and information review.
- Seek participation from employees and arrange to meet and explain process and confidentiality.
- Individual or group meetings with employees, based on the mandate from line management.
- Gather information from employees to identify organizational culture issues and develop recommendations and strategies to address those issues.
- Using a combination of information-gathering techniques, such as interviews, focus groups and questionnaires.
- Write a report for management with a comprehensive analysis of the workplace and recommendations for restoration.
- Engage in restorative interventions, as appropriate, based on the recommendations from the assessment as mandated by line management.

Coaching

- Provides one on one conflict coaching to all campus community members.
- Helps the client create an action plan to address concerns on their own.

Investigative Services

- Conducts formal investigations into complaints of harassment, discrimination, workplace violence, workplace sexual violence as needed supporting the Senior Investigation Specialist.
- Responsible evidence collection, assessment, report writing with findings.

Training

- Facilitate training sessions on conflict management and human rights, supporting the Senior Educational Consultant.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University degree in a discipline that covers human resources management, employment law, mediation, conflict resolution, or an equivalent combination of education and experience.
- Formal mediation training from a recognized Post-Secondary institution (e.g. certificate in mediation)
- Formal investigation training would be an asset.

Experience

- 3-5 years of experience conducting mediations and facilitated conversations.
- 3-5 years of experience in conducting harassment and discrimination investigations including evidence management, interviewing complainants, respondents and witnesses, procedural determinations, procedural fairness, decision making and report writing.
- 3-5 years of experience conducting initial intakes with clients, discussing concerns and options.
- Experience within a post-secondary education setting is an asset.
- Experience working with individuals impacted by sexual violence from a trauma informed lens.
- Accredited mediator in good standing with a recognized alternative dispute resolution organization.

Nature and Scope

- **Contacts:** Internally, this position will regularly work with numerous campus partners including the, Human Resources, Counseling Services, Accessibility Services, Occupational Health, Human Rights, Equity and Inclusion office, line management, Deans, Associate Deans, Chairs, and other Senior Administrators. The Senior Case Consultant provides services to all campus community members and organizations including the Faculty Association, Staff Association, Graduate Student Association and the Waterloo Undergraduate Student Association.
- **Level of Responsibility:** This position carries with it a high level of responsibility given the sensitive and serious nature of the concerns being shared with the Senior Case Consultant, for example disclosures of harassment, discrimination, sexual harassment and sexual violence. The University relies on their expertise to address concerns in an informed and reasonable manner given the outcomes of any formal or informal complaint process is relied upon heavily by the University when addressing concerns, remedy and discipline.
- **Decision-Making Authority:** Possess a high level of decision-making authority related to formal investigative findings that have the potential to have a negative impact on individuals or the University.
- **Physical and Sensory Demands:** Responding to emotional and aggressive behaviour given clients can be experiencing a range of negative emotions. Minimal physical demands – typical of a position operating within an office environment.
- **Working Environment:** Exposed to stress and pressure associated with individuals front-facing support positions when meeting with individuals who are in distress. Involves moderate psychological risk resulting from ongoing interactions with individuals who have a specific concern or are in conflict with one or more individuals.