Job Description

Job Title:	Associate Director, Response
Department:	Office of Equity, Diversity, Inclusion & Anti-Racism (EDI-R)
Reports To:	Director, Anti-Racism & Equity
Jobs Reporting:	None
Salary Grade:	USG 12
Effective Date:	June 2025

Primary Purpose

The Associate Director, Response is responsible for providing direct support to individuals experiencing harm, including but not limited to ableism, antisemitism, homophobia, islamophobia, racism, sexism, transphobia and/or xenophobia. This role will engage in informal mechanisms to resolve complaints and will help individuals who have experienced harm to understand university systems, processes, next steps, and resources available to them. The Associate Director will lead a centralized process to manage complaints related to identity-based harm and will provide advice in handling disclosures and/or complaints.

Key Accountabilities

Individual Response and Support

- Responds to individual disclosures of harm from students, staff, and faculty by providing support, advocacy and referrals based on individual needs.
- Utilizes inclusive, integrative, anti-racist, anti-oppressive and trauma-informed approaches to support campus stakeholders who often present in distress.
- Helps complainants to understand university systems, processes, next steps, and resources, and creates a plan of action to address their concerns.
- Maintains an understanding of the legal, policy and reporting requirements in order to provide accurate advice to complainants about their options and leadership to act on disclosures/complaints of harm.
- Collaborates with internal support units and external organizations to appropriately support equity deserving members of the campus community (e.g. connecting with relevant resources, referrals)
- Remains current with pertinent ethical requirements and research relevant to responding to concerns around harm.
- Engages in case management when required, particularly with cases presenting with more complex needs.
- Refers departments, teams, or individuals to the Education and Outreach unit for further training, where required.

Systemic Change

- Identifies gaps in existing University policies and processes related to reporting and responding to harm and creates recommendations.
- Advises senior administration, central communications, and associate deans on their response to concerns related to harm.
- Leads a process to facilitate the central reporting and tracking of complaints related to harm that follows Ontario's Human Rights Code (OHRC)
- Works with the University's Central Communication Unit and Human Resources to communicate the complaint mechanisms available related to incidents of harm, and best practices for responding to disclosures of harm.

- Works with members of the EDI-R leadership team to embed relevant information about complaints processes and responding to disclosures of harm in training run through the EDI-R Office
- Creates best practice documents and resources for leadership to support their response to concerns or issues of harm in their faculties or units.
- Advises and creates recommendations to ensure that the University meets the OHRC's six criteria for responding to complaints of harm.

Record Keeping & Reporting

- Maintains a case management system to track disclosures of harm.
- Provides quarterly reports to the provost on numbers of disclosures and emerging themes.
- Ensures compliance with all record keeping requirements and confidentiality guidelines.
- Prepares statistical reports, as necessary.
- Analyzes data and share reports with the EDI-R Office to inform proactive measures to address harm on campus.

Informal Resolution

- If requested by the complainant, provides facilitation services grounded in restorative justice and anti-racist frameworks.
- Implements any follow up actions after mediation/facilitation has been concluded

**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

- Master's degree required in relevant discipline (e.g. Law, Social Work, Psychology, Political Science, Human Rights, Sociology) or equivalent education and experience.

Experience

- 5-7 years of experience with employing formal and informal mechanisms to address complaints of harm.
- 5+ years with mediation, facilitation, or other informal approaches to address complaints of harm.
- Extensive experience with interpreting organizational policies
- Experience employing anti-oppressive, anti-racist, trauma-informed, and restorative justice approaches to addressing complaints.

Knowledge/Skills/Abilities

- Extensive knowledge of the Ontario Human Rights Code, the Human Rights Tribunal of Ontario's procedures, the Criminal Code, the Occupational Health and Safety Act and other relevant legislation
- Extensive knowledge of concepts related to race and anti-racism, equity, intersectionality, decolonization.
- Strong mediation and facilitation skills grounded in anti-racist practices.
- Excellent communication skills (verbal and written) and interpersonal skills, including the ability to deal with issues of a sensitive and confidential nature.
- Effective report writing, presentation, and training skills.
- Ability to work under pressure and effectively handle potentially emotionally charged situations

- Excellent judgement supported by strong analytical and problem-solving skills.
- Excellent organizational and case management skills
- Advanced experience with Microsoft Office programs, SharePoint, Adobe Acrobat Professional, and/or other data content management systems, quantitative and qualitative research design, and methodologies

We encourage the applications from candidates who have been historically disadvantaged and marginalized, including applicants who identify as First Nations, Métis and/or Inuit, Black, racialized, a person with a disability, women and/or 2SLGBTQ

Nature and Scope

- **Contacts:** Internally, this position will regularly work with numerous campus partners including the Provost's Office, members of Executive Council, Legal and Immigration Services, the Secretariat, Human Resources, Associate Deans, Chairs, Indigenous Initiatives, Sexual Violence Prevention and Response, the Conflict Management and Human Rights Office, the Safety Office, the Waterloo Undergraduate Student Association, the Graduate Student Association, the Faculty Association (FAUW) and the Staff Association (UWSA).
- **Level of Responsibility:** This is a senior level position with a high level of responsibility, given the serious and sensitive nature of the concerns being shared. In consultation with the Director, Anti-Racism and Equity, this position will advise leadership across the institution, including senior level administrators on their response to disclosures/complaints of harm. The University relies on their advice to address concerns of harm according to the procedures outlined in the OHRC.
- **Decision-Making Authority:** This position will be responsible for making recommendations, including to senior leadership, that have the potential to have significant impacts on individuals or the University.
- **Physical and Sensory Demands**: This position will have to respond to emotionally charged situations and will need to be equipped to support individuals in distress which can have difficult emotional impacts. In addition, this position will have to deal with resistance to change and addressing issues of harm, which can be stressful. Minimal physical demands, typical of a position operating within an office environment.
- **Working Environment:** Exposed to stress, pressure racial trauma, and potential vicarious trauma associated with individuals in direct service roles dealing with complex issues like harm. Involves psychological risk of being exposed to difficult situations and systemic barriers in addressing racism.