



## SUBSTITUTE STUDENT OMBUDSMAN General Circular No. 9

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<b>Salary Rate:</b>	Hourly rate of \$145, up to a maximum of \$15,000 per school year
<b>Start Date:</b>	To be determined
<b>Immediate Superior:</b>	Secretary General

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### Nature of the Work

Under the authority of the Council of Commissioners of the English Montreal School Board (EMSB) and in conformity with the Education Act, the Student ombudsman is responsible for the application of the EMSB By-law No. 8 (Complaint Examination Procedure).

The Student ombudsman receives and processes complaints from EMSB students, their parents or guardians, applies the By-law No.8 and makes recommendations to the Council of Commissioners. The Student ombudsman meets with the complainants or speaks with them on the phone outside regular working hours, if required.

The Substitute Student ombudsman will act as Student Ombudsman when he is unavailable or absent.

### Requirements and Qualifications

- Undergraduate degree in a relevant field of study (a law degree would be an asset)
- Ten (10) years of relevant experience
- Education or relevant experience in mediation and/or conflict resolution
- Relevant experience in or good knowledge of the Quebec public education system and of the Education Act would be assets
- Capacity to communicate verbally and in writing, in both English and in French
- Strong analytical skills
- Ability to listen and show empathy
- Ability to conduct oneself with diplomacy, integrity and transparency
- Exempt of any conflict of interest with the EMSB
- Has not been in the last five years an employee or Commissioner of the EMSB
- Access to the resources and premises required to process the complaints quickly

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Interested candidates should send their letter of interest and curriculum vitae to [jobs@emsb.gc.ca](mailto:jobs@emsb.gc.ca) to the attention of Ms. Ann Watson, Director of the Human Resources Department,

**by Friday, October 9, 2020 by 4:00 p.m.**

Please refer to the circular number in your letter of application.

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The masculine gender was used in this posting to facilitate the reading.

The English Montreal School Board has implemented an Equal Access Employment Program in accordance with the Act respecting equal access to employment in public bodies and encourages applications from women, members of visible and ethnic minorities, aboriginal and handicapped peoples.