



The Central Québec School Board (CQSB) is seeking to fill the position of Student Ombudsman, in accordance with the provisions of section 220.2 of the *Education Act (EA)* and CQSB's By-law (Complaint Examination Procedure).

The Student Ombudsman is not an employee of the CQSB. He or she reports to the Council of Commissioners, which must take appropriate measures to preserve his or her independence at all times.

NATURE OF THE WORK

The Student Ombudsman's responsibilities include:

- To receive and process the complaints from students or parents of students of the CQSB in accordance with the relevant provisions of the EA and CQSB's By-law;
- To validate the information received with the concerned personnel of the school board, in accordance with the regulations in force;
- To be accessible, able to travel or videoconference to meet or talk with complainants and staff during or outside of regular business hours, as needed;
- To submit written reports on the merits of some complaints and recommend any appropriate corrective measures to the Council of Commissioners, as applicable;
- To appear, upon request, before the Council of Commissioners to explain the elements of its report and answer questions from the members;
- To transmit and present annually to the School Board a report indicating the number and nature of the complaints received, the nature of the corrective measures recommended and the action taken on these recommendations.

PROFILE AND REQUIRED QUALIFICATIONS

- Excellent spoken and written communication skills in English and in French;
- Bachelor's Degree in a relevant field (a law degree would be an asset);
- Recognized training of at least 20 hours in mediation or conflict resolution. Experience in mediation or conflict resolution may also be considered;
- Proven abilities in investigations and strong analytical skills;
- Demonstrated interpersonal skills;
- Strong listening and empathy skills;
- Recognized sense of objectivity and impartiality;
- Mindful and sensitive to inclusion and diversity;
- Ability to act with diplomacy, discretion, integrity and transparency;
- Ability to process complaints quickly as per the procedure established in CQSB's By-law;
- Relevant experience and in-depth knowledge of the Québec public education system and the organization and functioning of a school board.

IN ADDITION TO THE ABOVE

- Must not have held the position of Commissioner or been employed by the school board within the last 5 years;
- Must not have contractual ties with the CQSB or be involved in CSQB files or represent anyone in matters involving the CQSB.

CONDITIONS

- Three-year term service contract (equivalent to a few hours a month). This contract may be renewable. Investigations, requiring a greater availability over a short period of time, can occur a few times a year;
- Must be available and accommodating to talk or meet with students or parents of students during or after regular business hours;
- Must be available to travel within CQSB's territory to meet with interested parties or to CQSB's head office for occasional meetings. If required, must be able to set up videoconference meetings;
- Personally dispose of the necessary administrative resources (computer, web camera, cell phone, Internet connection) to receive and process promptly all requests received in the course of his/her duties.

Candidates must submit a **letter of application and a resume in English and in French before September 22, 2021, 4 p.m.** to the Secretariat General by email to SecGen-Com@cqsbc.gc.ca. Only selected candidacies will be contacted.