

Ombudsperson

Washington D.C.

Job description

The Office of the Ombudsperson is responsible for providing confidential, impartial/fair, and independent support to the employees of the Inter-American Development Bank Group (IDBG) as part of its informal grievance procedure, and to promote good practices in personnel management, greater organizational and operational efficiency, and, in general, foster a harmonious and productive work environment.

As part of the Internal Conflict Resolution system, the Ombudsperson strives to resolve concerns or complaints placed by an employee relating to alleged mistreatment and/or non-observance of his/her terms and conditions of employment with the IDBG. He/she will not act as an advocate for either Management or staff. The position requires independence from staff or Management, and the avoidance of conflicts of interest or undue influence. The Ombudsperson will be readily accessible to all employees, providing timely solutions and avoid bias towards any individual or group.

The Ombudsperson will not hold any other office or perform any other service in the IDB or in the IIC. The Ombudsperson will be appointed by the President and report directly to the President. The appointment will be for an initial 5 year fixed term period, with eligibility for a second 5-year term. The President may terminate this appointment prior to the end of the corresponding contract term only for a good cause.

The Ombudsperson will have direct access to the President, the Executive Vice President, Vice President for Finance and Administration, all Managers and supervisors, and any officer, unit or authority of the Bank, as well as all Bank employees. Management and staff are expected to cooperate with the Ombudsperson and to provide all information relevant and necessary to the exercise of his/her functions.

Principal Functions:

- Consider employee inquiries or complaints of any nature related to conditions of employment. May undertake fact-finding necessary to support efforts to address concerns.
- Carry out an advisory role and make suggestions and recommendations, as appropriate, on actions needed to settle conflicts in an impartial and equitable manner. The

Ombudsperson's recommendations will not create precedents for later similar or identical cases.

- Maintain neutrality and impartiality towards all parties and confidentiality within the process, gather information, as appropriate, and help parties identify and understand issues and interests, explore options, facilitate discussions, and generate solutions to which all parties agree. Draft agreements, when requested.
- Work collaboratively with relevant actors in the various Bank offices to achieve solutions to employment-related problems raised by the parties, when requested.
- Identify and flag systemic issues emerging from successive consultations for Management's attention.
- Provide periodic reports to the President and Vice-President of Finance and Administration on trends and institutional issues in coordination and collaboration with the Offices of Ethics and Mediation. The reports will include an overview of the Ombudsperson's activities and systemic issues related to policies, procedures and practices that have come to his/her attention. The reports will specify the number and general nature of issues brought to his/her attention, the extent to which they were or were not resolved, reasons for the lack of any resolution, and include his/her suggestions, comments, or recommendations regarding any aspect related to personnel policies and practices.
- Develop and deliver outreach and learning activities on conflict management and resolution to help staff and management efficiently utilize the services of the Ombudsperson.
- Remain informed of best practices, and state-of-the-art approaches in the field of mediation and conflict resolution, continually seeking improvement in the quality and array of professional services provided.

Education: Master's degree or equivalent degree in law, human resources, or other social sciences or relevant discipline.

Experience: Minimum of 10 years of professional relevant work, with at least 7 years of experience with employment issues, mediation, and/or labor relations preferred. Experience in international organizations and/or multi-cultural environments is desirable. Candidates should have a solid understanding of the dynamics of a culturally diverse environment and workplace problems. Candidates should possess the necessary experience and qualifications to resolve conflicts or grievances on an informal basis, including mediation, conciliation and conflict resolution skills, independence of thinking, and a high-level of professional integrity with earned respect of professional peers is expected.

Communication Skills: Outstanding interpersonal and communications skills with bilingual command of Spanish and English, orally and in writing. Knowledge of Portuguese and/or French is a plus. The ability to maintain confidentiality, to inspire trust, and to demonstrate high personal integrity is crucial. Should have demonstrated ability to listen to others, correctly interpret messages, and respond appropriately, articulating and delivering difficult messages and concerns. Proactive and effective communications skills should include the ability to clearly and concisely explain complex topics.

<https://iadbcareers.taleo.net/careersection/external/jobdetail.ftl?job=1600003743>