

2020-21 ACADEMIC YEAR
GENERAL DUTIES and RESPONSIBILITIES STATEMENT
Graduate Employee(s)
STUDENT CONFLICT RESOLUTION CENTER (SCRC)

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1.0 GENERAL INFORMATION

About the General Duties and Responsibilities Statement

The purpose of the GDRS is to clarify information regarding Graduate Employee(s) (GEs) of the hiring unit, the Student Conflict Resolution Center (SCRC). The relationship between the GEs and the University of Oregon is governed by the Collective Bargaining Agreement (CBA) between the University and the Graduate Teaching Fellows Federation (GTFF). The GDRS outlines the details of the specific relationship between GEs and SCRC.

This document does not apply to work study, hourly student employees or other staff hired in SCRC.

The supervisory individual who shall oversee the implementation of this GDRS is:
Brett Harris, University Ombudsperson / Ombuds Dept. Head

DATE OF GDRS REVISION: **07/06/20**

2.0 AVAILABILITY OF GRADUATE EMPLOYEE APPOINTMENTS

The availability of the GE appointment is programmatically determined by the non-academic unit leader, the head of ombuds department. The number of GE positions available is subject to the budgetary constraints on the GE employing unit and the university, and is based on the unit's specific need for one or more GEs.

In the Student Conflict Resolution Center, the priority is to staff a program coordinator for the unit to support the needs of the students on campus regarding university-related concerns or issues.

Academic Year Appointments

The availability of the GE appointment for the upcoming year is usually determined during the preceding spring term

Summer Term Appointments

The Student Conflict Resolution Center occasionally hires a GE during the summer term depending on the needs of the unit and university students.

3.0 ELIGIBILITY REQUIREMENTS

Graduate students must be enrolled in a master's or doctoral program to be eligible for a GE appointment in the SCRC.

Note regarding graduate programs and departments that employ GEs: Students enrolled in other UO graduate programs or departments who have appropriate experience and/or credentials are also eligible for GE positions in the SCRC. In all cases, preference is given to students with applicable skills and education, specifically to graduate students in the Conflict and Dispute Resolution master's program at the University of Oregon School of Law School.

Experience or credentials required in order to be considered include:

Enrollment in a master's or doctoral degree program.

Priority consideration will be given to graduate students with experience in conflict and dispute resolution (or alternative dispute resolution) practice, specifically in academia.

The SCRC established a maximum number of reappointments for which a student is eligible is two reappointments.

The Graduate School requires that students be enrolled for and successfully complete a minimum of 9 graduate credit hours towards the degree during each term of a GE appointment and be making satisfactory progress toward their degree in order to be eligible for a GE appointment (see Section 10).

In addition, the SCRC requires that a GE maintain their studies in residency at the University of Oregon during each term of their appointment.

4.0 APPLICATION PROCESS

The SCRC GE position is posted widely across campus on the Graduate School webpage (“GE Openings”) for a minimum of 10 business days (Article 17, Section 1). The Ombuds Department may concurrently notify the Conflict Resolution program of the posting in order to further advertise for the position.

Generally, the application process includes submitting the following by the posted due date: a cover letter detailing interest and qualifications for the position, a resume or similar document listing relevant professional experience, educational background and academic/career goals, and a list of references. Applications will be evaluated and most qualified candidates will be selected for an interview; those candidates will be contacted via email.

After interviews are complete and the decision has been made for the incoming GE, each candidate that interviewed will be sent a notice of the hiring decision within five working days post decision.

Occasionally, positions will be identified outside of the normal appointment cycle. Information about the availability of the positions will be made in the aforementioned way.

5.0 APPOINTMENT AND REAPPOINTMENT

In accordance with the CBA, the SCRC’s standing committee of at least three members include the Director, the current SCRC Program Coordinator and the Ombuds Program Administrator.

Also, in accordance with the CBA, GEs will be appointed year-to-year rather than term-to-term, whenever feasible.

Reappointments are not automatic, nor are they guaranteed. In the case of the continuation of a particular position, the same student may continue in (be appointed to) the particular GE position without any new announcement of the position.

Appointments and reappointments will be based on evaluation of each candidate's qualifications with respect to eligibility criteria in section 3, as well as (A) general criteria and requirements for any appointment; (B) general criteria and requirements based on student needs and caseload within the unit; and (C) specific criteria and requirements relating to the particular needs of the GE work and caseload.

(A) General criteria include:

- Academic credentials. For incoming students, this is determined by previous degrees, GPA, test scores, etc. For students currently enrolled at the University of Oregon, candidates will be ranked on academic standing and progress. Making satisfactory progress toward the degree is an eligibility criterion per the University, not a criterion on which rank in the applicant pool is determined.
- Previous professional experience or applicable skills that are required for the position, such as mediation, facilitation, and training and workshop experience, or other experience relevant to the SCRC GE position.
- Interview. Finalists will be interviewed and evaluated based on their performance and responses.

(B) Assignment related criteria:

Conflict and dispute (alternative) resolution skills and experience, such as mediation, facilitation, training and workshop presentation.

(C) All criteria specific to a particular GE assignment are specified in position announcements (see section 2 for details), which may include:

- Conflict and dispute resolution skills and experience, such as mediation, facilitation, training and workshop presentation.
- Applicants with cultural competency encouraged to apply to promote and increase cultural awareness and inclusivity across campus.

Candidates will be ranked upon, first, the eligibility criteria in Section 3, and subsequently, the aforementioned general and specific criteria. This also applies to the position that becomes available outside the normal appointment cycle as well. If no qualified students apply or are available, the Director may decide to reopen the application process for the position. Generally, the same application process described in Section 4 and appointment/reappointment process described here will be repeated.

Performance of GEs in this unit are evaluated after each term for feedback and more formally mid-year during the spring term and performed by the Director of The Student Conflict Resolution Center / Ombuds Department Head.

The criteria for evaluation include:

Whether the GE has built competencies in informational, relational, and conceptual skills. Specifically, whether they can meet their goals, complete their daily tasks in a timely manner, plan ahead for upcoming terms with the information they gain during their current term, demonstrate listening and maintain professionalism during high conflict situations, manage their case load with accuracy and timeliness, convey accurate information to students, manage their office space appropriately, deliver professional, knowledgeable and relevant workshops and trainings to the campus community, and can they demonstrate their conflict management skills and knowledge, ongoing.

6.0 WORKLOAD (BY DUTIES)

The workload includes general performance of the following with .35FTE (up to 140 hours per term or up to 420 hours per academic year):

1. Serve as the Student Conflict Resolution Center (SCRC) point of contact for university constituents
2. Provide consultations and conflict resolution services to meet the needs of individuals experiencing university-related conflict, including: conflict coaching, mediation, facilitation, and restorative justice
3. Manage caseload related to services and track data in manner consistent with privacy requirements
4. Design and provide trainings or workshops that meet the needs of the university
5. Create a year-long outreach plan and conduct outreach activities accordingly
6. Develop and maintain collaborative relationships with campus partners
7. Collaborate with staff at Municipal Court, City of Eugene, and the Center for Dialogue and Resolution to maintain RJ partnership
8. Complete administrative duties as required including managing library and social media accounts, tracking data, and preparing program reports
9. Meet regularly with the program director to provide updates on caseload, services, projects, and administrative tasks
10. Attend staff and other departmental meetings, professional development, and trainings as required
11. Additional duties related to operating SCRC program as needed

7.0 WORK ASSIGNMENTS

For various work assignments, the distribution of workload is considered to be reflective of the average breakdown within the normative standard of the total workload. The distribution of time actually spent on daily duties may vary from week to week, but the workload per term should be within the designated number of total workload hours. GEs are encouraged to track how they spend their work hours and to contact their supervisor early in the term if the distribution of time they are spending on individual duties varies widely from established expectations.

The duties by term of the GE are subject to change depending on caseload and student needs across campus. Therefore, duties may change week to week for a GE, depending on need and capacity. However, the GE is expected to perform all duties related to the plan set at the beginning of each term by the Director and discussion with the GE, completing approximately 140 hours/term. On a weekly basis, it is anticipated (although week-by-week needs may vary) that the GE will spend up to 3 hours on administrative tasks (i.e. updating website / social media), 1-2 hours on meetings with department staff / supervisor, 5-6 hours on casework and case management (intake, appointments, and data), and the remaining 3-4 hours on projects including developing trainings, conducting outreach, and coordinating with campus partners and municipal courts.

In general completion of those hours, the GE is expected to regularly attend staff meetings, maintain regular office hours, meet with students as needed, complete trainings and workshops tailored to student needs, and work to complete goals outlined at the beginning of each term.

In addition to onboarding, additional training in the area of conflict resolution will be required at the beginning of the appointment. The GE is also encouraged to complete other training relevant to the position; in combination with required training this may account for a total of up to six (6) hours per academic year. The GE is entitled to compensation for these hours pursuant to Article 31, Section 4.

8.0 ABSENCES

Sick Leave:

The Student Conflict Resolution Center provides sick leave to GEs in accordance with the CBA, Article 28. Use of sick leave is reported following University payroll policies and procedures. The GE is also expected to email the Director/Dept. Head as soon as they are aware of an expected absence.

Absence Notification Procedure:

If a GE is unable to attend work at the scheduled time or to meet a class as scheduled, the GE must notify the SCRC Director / Dept. Head as soon as possible, including, if possible, in advance of the scheduled work assignments that the GE is unable to attend. To the extent possible, provide supervisor with urgent work that needs to be completed. If possible, both email and phone notification of absence is preferred.

If, by chance, they are unable to directly notify the supervisor, the GE may designate someone to make the notification and provide the necessary information using the same protocol outlined above.

If the GE is going to miss more than one week of work, the GE or designee must notify the Graduate School. The Graduate School will coordinate with the GE and department on any adjustments due to the GE's absence.

MAKE-UP WORK. Generally, for duties missed, the supervisor will collaborate with the GE to determine when and how the missed work will be made up.

PLANNED ABSENCES. If the GE is planning on approved absence during working days of the term, it is necessary to notify the supervisor how to be reached during this time, if possible.

MORE INFO. More information about GE absences, including those related to both paid and unpaid leave can be found in Articles 29 of the UO GTFF Collective Bargaining Agreement: <http://gtff3544.net/member-resources/policies/>.

9.0 HEALTH AND SAFETY INFORMATION

Accident Reporting and Workers' Compensation:

The University's Workers' Compensation Program is administered by the Office of Safety and Risk Services (SRS). If there are questions about the program or more information, please reach out to general risk management, 541/346-8316.

All University of Oregon employees, including GEs, are covered by workers' compensation insurance through SAIF Corporation. This coverage is for occupational injuries, illness or diseases that arise out of or in the course and scope of employment.

The University has established procedures for reporting accidents and filing workers' compensation claims. They are intended to expedite claims processing and to minimize the possibility of delays in payment benefits. If a GE is injured on the job, the GE must report it immediately to the supervisor. The supervisor will complete the Safety Incident or Accident Report (SIAR) with the GE. If, as a result of the accident, the GE requires medical care, a Worker's Compensation Claim Form (810) must be completed within 24 hours. If, due to the

nature of the injury or illness, the GE is unable to complete the 801, the supervisor will submit it on behalf of the GE. Workers' compensation information and forms are available at: <https://safety.uoregon.edu/injury-reporting>.

Oregon laws prohibit discrimination or retaliation by an employer against an employer for filing a workers' compensation claim or a safety-related complaint with Occupational Safety and Health Administration (OSHA).

In addition to medical expenses related to the injury or illness, benefits provided by SAIF Corporation may also include temporary total disability payments if the GE is unable to work as authorized by a physician. Mileage payments for medical appointments and prescription reimbursements are also examples of benefits provided by SAIF Corporation. Certain medical treatments, however, are subject to exclusion. The GE will be notified by SAIF Corporation of the rights and coverage when the claim is processed.

An injured GE who is unable to work may not receive both salary compensation from workers' compensation and sick leave or other pay when this results in the GE receiving more than their regular monthly salary. Should this occur and payment is received from both sources, the GE must be prepared to repay any over-payments. If the GE believes there is some confusion about salary or workers' compensation benefits, contact the Office of Safety and Risk Services immediately.

ORS 659A.043 – 659A.052 describe reinstatement or reemployment rights for employees who have sustained a compensable occupational injury or illness.

Safety Information:

The University of Oregon safety policies may be found in the library:

<https://safety.uoregon.edu/srs-webpage-index-z>. The Office of Environmental Health and Safety (EHS) is responsible for the University's safety program. For questions or more detailed information regarding these programs, contact EHS at 541/346-3192 or visit their website: <http://ehs.uoregon.edu/>. Safety concerns may also be submitted via an online reporting system at: <http://ehs.uoregon.edu/safety-advisory-committee>.

Reporting Safety Hazards:

GEs who identify safety hazards and issues are encouraged to discuss them immediately with their supervisor. Other resources on campus to report such information include the Office of Environmental Health and Safety or a GTFF union representative. Off-campus resources include the local OSHA office and Bureau of Labor and Industries (BOLI).

10.0 SATISFACTORY PROGRESS TOWARD THE GRADUATE DEGREE

Because a GE appointment is the method by which departments can offer financial support to incoming and current students in a graduate program, a GEship should be beneficial to the student's development in that program, individuals appointed as GEs are regarded primarily as graduate students providing service as part of a learning experience, rather than solely as employees whose education is secondary.

The criteria used to assess satisfactory progress toward a graduate degree is the same for all graduate students in a particular graduate program, whether or not they hold a GE position. For GEs, satisfactory progress toward the degree is an eligibility requirement of GE appointment and reappointment. Each GE employing unit (employer) is responsible for verifying that the GE is making satisfactory progress toward their degree. The GEs progress toward the degree is assessed based on criteria established by the GEs graduate degree program, regardless of where the GE is employed.

Graduate School Minimum GPA: During the academic year, the Graduate School reviews academic transcripts of all graduate student holding GE appointments. The Graduate School will notify a GEs graduate degree program if the GEs academic performance during the appointment period falls below the Graduate School's 3.0 GPA standard. The degree program will be asked to review the student's progress toward their graduate degree and issue its approval before a GE reappointment can be made to that student.

The Student Conflict Resolution Center is a non-academic unit. Satisfactory progress is determined by each GEs graduate program. See that program's GDRS for more information.

11.0 DISCIPLINE AND DISCHARGE

A GE appointment may be terminated pursuant to the conditions specified by Article 16 of the GTFF Collective Bargaining Agreement. Article 16 further outlines procedures for informing the GE of deficiencies in their work performance, professionalism, or progress toward their degree.

12.0 DISCRIMINATION GRIEVANCE PROCEDURES

To file an employment-related discrimination grievance, GEs are encouraged to contact the Graduate Teaching Fellows Federation. For more information about policies and reporting procedures, graduate students can visit the Office of Investigations and Civil Rights Compliance (OICRC) online at: <https://investigations.uoregon.edu>. How to report and to make a report can be found at: <https://investigations.uoregon.edu/how-report>.

13.0 WORK ENVIRONMENT

This section provides information about GE facilities and services described in Article 10 of the GTFF Collective Bargaining Agreement.

Workplace:

The GE will be provided an office at the Student Conflict Resolution Center in its entirety. The GE can manage the space as it fits with their daily duties. The GE is responsible for opening and closing up the office once the scheduled shift is over. The GE will be provided with ongoing support and tools necessary to be successful in their role.

Access to Telephone and Computers:

GEs will be provided with access to both a telephone and computer. GEs will have a login ability to their local computer and shared server as well as access to software necessary to perform their duties, such as Microsoft access. The GE will also have private access to the SCRC voicemail and is responsible for checking the messages and returning the calls within one business day.

Access to Office Supplies, Photocopies Printouts:

The GEs will work under the direction of the SCRC Director / Ombuds Dept. Head. They will be provided full access to necessary office supplies, photocopies, and printers at no cost to the GE. Access to office supplies is limited to normal office hours and the GE is responsible for updating the needs of the office supplies, ongoing.