Ombudsperson

Organization | GetUsPPE
Reports To | Board of Directors
Location | Remote
Add’l Focus | Mediation

Job Overview: GetUsPPE seeks an ombudsperson to serve as an advocate for fairness and assist in conflict resolution within the organization.

About Us: GetUsPPE is a national non-profit dedicated to providing donated PPE to frontline healthcare workers. We were founded by a group of physicians in March 2020, and quickly merged with an amalgam of other grassroots groups (including software developers, regional distribution affiliates, makers, and medical students). We have developed the country’s largest database of healthcare demand for donated PPE. We enable donations of manufactured or made PPE, as well as of money to enable purchase. Our technological solutions include a linear-programming-based matching algorithm, a website that allows for gathering of needs data and supplies available, a fairness framework to ensure equitable distribution of PPE, and a Just in Time allocation system that allows for existing supply to fill high demands throughout the country. Delivery of donations occurs through a distributed grassroots network as well as through partnerships with corporate entities. We partner with 47 regional affiliates and 26 other organizations, including ProjectN95, a non-profit organization that provides reliable and transparent purchasing of PPE for healthcare organizations, and Nation of Makers, a non-profit dedicated to supporting maker spaces and makers across the country. GetUsPPE is also a founding member of the C19 Coalition. We currently have 3 full-time (a project manager, a Technology Director, and a programmer) and 2 part-time (a finance coordinator and an Operations Director) employees.

About the Role: The purpose of the ombudsman is to provide:

- Confidential, impartial, informal, fair, and ethical informal listening, guidance, and problem-solving
- Provide neutral or impartial dispute resolution
- Guidance for individuals participating in mediation, facilitation, and negotiation
- Appropriate training programs to promote constructive communication, conflict resolution and collaborative problem solving to the organization
- Advice for the organization in creating a culture with minimal conflict

Duties and Responsibilities:

- Serve as a resource for individuals and groups in addressing conflict, issues, or concerns informally
Listen, assess situations and guide individuals toward effective problem resolutions and options.

Undertake, participate in or cooperate with persons and organizations in conference calls, individual or group meetings that may lead to improvements in the functioning of the GetUsPPE organization.

Formally investigate complaints made by volunteers about administrative actions or co-volunteer behaviors that have affected or may adversely affect their ability to work productively and safely.

Develop, design, deliver, and evaluate a range of trainings regarding mediation, negotiation, and other related skills sets to promote constructive communication, conflict resolution and collaborative problem solving.

Consults with organizational leaders to establish coordinated efforts to minimize workplace conflict; develop resources and tools to aid employees in fostering a culture of respect, collaboration and problem resolution.

Participates in the development of operating goals and objectives.

Makes informed recommendations regarding organizational culture.

May make recommendations for hiring, performance evaluation, training, work allocation, and problem resolution.

Widely publicize within the GetUsPPE organization through Slack, team emails, and regional affiliate contacts the Ombudsman’s services, purpose, and mode of operation.

Prepare quarterly reports for the GetUsPPE board about conflicts and processes needing ombuds support.

Qualifications:

- Bachelor’s degree; at least 5 years of experience directly related to the duties and responsibilities specified.
- Completed degree(s) from an accredited institution that are above the minimum education requirement may be substituted for experience on a year for year basis.
- Must be able to provide proof of having attended basic mediation training and have professional mediation experience.

Knowledge, Skills, and Abilities Required:

- Strong listening, interpersonal and communication skills.
- Effective verbal and written communication.
- Effective collaboration with a wide range of constituencies in a diverse community.
- Fair and effective process provision with impartiality.
- Awareness and experience with structural and individual bias and discrimination.
- Development, planning, and implementation of short- and long-range goals.
- Strong conflict resolution skills, including mediation process skills.
- Development and delivery of employee training and orientation.
- Manage confidential information.

**Working Conditions and Physical Effort:**
- No or very limited physical effort required.
- No or very limited exposure to physical risk.
- Work is normally performed online from home.

**Compensation:**
$25,000 - $30,000 depending on experience.

This is an hourly position (up to 20 hours/week) reporting to the Board of Directors. The organization is virtual and widely distributed and therefore, candidates can be located anywhere in the United States. For more information about GetUsPPE, please visit https://GetUsPPE.org/.

GetUsPPE is an equal opportunity employer and welcomes a diverse pool of candidates in this search. To express interest, please send a cover letter and resume to Emily Lynn at emily@getusppe.org. Applications will be accepted until July 27.