



University Information

Org/College: Office of the Provost			
Department: Office of Civil Rights Compliance			
UI Job Code:	PNB3	Pay Level:	5B
Job Function:	Audit Compliance Legal & Risk	Job Family:	Compliance
University Classification: Compliance Specialist			

Department Information

Org/Dept/Sub-dept #:	02-0167-00000 – OCRC/Office of the Provost
Position #: 00270233	
Working Title (if applicable): Response Coordinator	
This Position Reports to (Title/Position #): Title IX Coordinator, Director OCRC	
Position Has Administrative Supervision? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	

Position Information

Position Overview: This position will assist with responding to employee, student, or visitor reports of sex discrimination, sex-based harassment, sexual misconduct, domestic/dating violence, and stalking. The Response Coordinator works with complainants and respondents throughout the response, complaint, and resolution process. Responsibilities require a high degree of discretion and independent judgment. The Response Coordinator is expected to balance the rights, needs and wishes of involved individuals with institutional obligations. Position includes working with investigators, senior human resource representatives, and associate deans to coordinate process, advise on next steps, and assess need for referrals. The Response Coordinator will also serve as the Hearing Facilitator and Adaptable Resolution Facilitator as needed.

Key Areas of Responsibility (KARs)

Investigation, Remediation and Reporting of Complaints and Reviews (PNB3): *Perform an investigation based upon a complaint that requires interviews and interpretation of practices and regulations; assign and oversee information gathering and analysis by others. May oversee the work of others to implement remediation actions. Prepare final reports for submission to internal audiences and external agencies.*

- Assists with responding to employee, student or visitor reports of sex discrimination, sex-based harassment, sexual misconduct, domestic/dating violence, and stalking.
- Provides process guidance to reporting parties, respondents, AAO's and general public.
- Connects with individuals who report sex discrimination, sex-based harassment, sexual misconduct, domestic/dating violence, and stalking to provide resolution options, offer linkage with confidential resources, and facilitate needed supportive measures.
- Connects with respondents to provide process guidance, linkage with confidential resources, and to facilitate needed supportive measures.
- Serves as a Campus Security Authority for purposes of notifying campus police of an ongoing threat to campus.
- Serves as Hearing Facilitator by attending to logistics of the hearing when a matter is resolved through the formal grievance process by hearing, as needed.
- Serves as an adaptable and informal resolution facilitator

<p>Consultation, Risk Assessment and Interpretation/Research of Regulations (PNB3): <i>Identify risks and recommend avoidance strategies, including best practices. Monitor research and interpret in specialized areas. Compare practices with peers and recommend best practices.</i></p>	<ul style="list-style-type: none"> • Works with investigators, senior human resource representatives, and associate deans to coordinate process, advise on next steps, and assess need for referrals to Threat Assessment or law enforcement. • Monitors case-related data to identify and help address patterns of concern. • Serves as administrative process liaison with complainants and respondents to ensure individuals are appropriately apprised of university actions. • Serves as office liaison to campus/community committees addressing health and safety. • Classifies and records case information to ensure reporting requirements are met (Title IX, VAWA, Clery).
<p>Management of External Standards Review Processes (PNB3): <i>Direct staff to develop protocols in response to review(s). Responds to requests and recommendations from Compliance Manager. Interface with internal units and external agencies.</i></p>	<ul style="list-style-type: none"> • Maintains case documentation and data.
<p>Policy Development (PNB3): <i>Assist in identifying new policy as needed based upon regulatory changes and/or internal needs.</i></p>	<ul style="list-style-type: none"> • Assists with policy review and revision.
<p>Training and Educational Programs (PNB3): <i>Recommend educational priorities.</i></p>	<ul style="list-style-type: none"> • Provides training presentations about UI policies and procedures and other topics related to the Office of Civil Rights Compliance, Title IX and Gender Equity mission/purpose. • Responsible for completing required training that is related to laws and regulations, that creates a more hospitable and respectful workplace; and safer work environment, including training that meets the Title IX Regulation requirements as it relates to the role of Compliance Coordinator.
<p><u>Universal Competencies</u></p>	
<p>Collaboration/Positive Impact: <i>Ability to work with a variety of individuals and groups in a constructive and civil manner and utilize existing resources and learning to achieve or exceed desired outcomes of current and future organizational goals/needs.</i></p>	<p>Proficiency Level: EXTENSIVE</p> <ul style="list-style-type: none"> • Ensures time, resources, energy, learning opportunities, and actions are focused on priorities important to the changing workplace. • Identifies and resolves disagreements/conflicts in early stages. • Promotes a safe, fair, respectful environment in which concerns can be addressed effectively. • Recommends changes to work practices and policies to achieve desired outcomes.
<p>Diversity, Equity, and Inclusion: <i>Ability to work with a variety of individuals and groups in a constructive and respectful manner while appreciating the unique contribution of an inclusive workforce that brings together the talents of people across multiple identities, including: race, creed, color, religion, national origins, age, sex, pregnancy, disability, veteran or military status, sexual orientation, gender identity, or associational preferences.</i></p>	<p>Proficiency Level: EXTENSIVE</p> <ul style="list-style-type: none"> • Promotes a respectful, diverse, equitable and inclusive work environment in which concerns are addressed effectively. • Can identify unit policies and practices that have a disparate impact on specific populations. • Recommends policies and practices to advance an equitable, inclusive work environment and counter racism, sexism, and other forms of institutional bias. • Forms respectful relationships with those representing diverse constituencies, and seeks regular input to better understand diversity, equity & inclusion issues and enhance recruitment efforts. • Engages in on-going self-reflection and continues to advance their knowledge and skills related to diversity, equity and inclusion.

<p>Service Excellence/Customer Focus: <i>Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner. Ability to effectively transmit and interpret information through appropriate communication with internal and external customers.</i></p>	<p>Proficiency Level: EXTENSIVE</p> <ul style="list-style-type: none"> • Participates in developing a variety of effective ways to deal with service challenges. • Models service delivery and coaches others to deliver excellent service in a variety of settings. • Communicates well with direct reports, peers, leadership and external constituents. • Utilizes various methods for information sharing and information gathering. Modifies processes to enhance service.
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As part of performing the key areas of responsibility and competencies described above, staff members are expected to meet reasonable standards of work quality and quantity, as well as expectations for attendance established by their supervisor. Staff members are also expected to comply with policies governing employee responsibilities and conduct, including those contained in the [University Operations Manual](#)

Position Technical Competencies and Proficiency Levels

<p>Analytical Thinking: <i>Knowledge of techniques and tools that promote effective analysis and the ability to determine the root cause of organizational problems and create alternative solutions that resolve the problems in the best interest of the business.</i></p>	<p>Proficiency Level: EXTENSIVE</p> <ul style="list-style-type: none"> • Chooses among a diverse set of analytical tools according to the nature of the situation. • Identifies many possible causes for a problem based on prior experience and current research. • Quantifies the costs, benefits, risks and chances for success before recommending a course of action. • Seeks discrepancies and inconsistencies in available information; explains variances. • Organizes and prioritizes the sequence of steps to be taken to remedy the situation. • Approaches a complex problem by breaking it down into its component parts.
<p>Auditing: <i>Knowledge of an organization's internal audit processes, practices and methods; ability to perform audits to ensure organizational compliance.</i></p>	<p>Proficiency Level: EXTENSIVE</p> <ul style="list-style-type: none"> • Works with a variety of audit methods, tools and techniques. • Designs, develops and implements compliance testing criteria and tools. • Compares and contrasts alternative audit strategies or approaches for diverse situations. • Develops and presents reports on audit findings and recommendations. • Facilitates preparation for and execution of external audits. • Ensures compliance with current government and industry audit practices and requirements.
<p>Compliance Investigations: <i>Knowledge of and ability to implement investigation procedures and resolution processes concerning compliance issues.</i></p>	<p>Proficiency Level: EXTENSIVE</p> <ul style="list-style-type: none"> • Develops a system to monitor and track compliance outcomes and report trends. • Recommends remedies to reduce the level of compliance issues. • Advises on alternative actions used to solve issues and meet regulatory and legal requirements. • Collaborates on operational aspects of monitoring and adhering to regulatory and legal requirements. • Leads investigations and directs efforts to train less experienced staff members. • Delivers comprehensive guidelines on the investigation process.

<p>Operational Risk Management: <i>Knowledge of tools, techniques, and strategies applied in risk management; the ability to quantify, qualify, and manage operational risk.</i></p>	<p>Proficiency Level: EXTENSIVE</p> <ul style="list-style-type: none"> • Consults on a variety of risk assessment approaches and applications. • Recommends risk assessment procedures and techniques based on organizational need. • Advises others on a variety of risk and reward factors and their relationships. • Evaluates the benefits and drawbacks of alternative risk management approaches. • Updates and implements improvements to risk assessment and management methods. • Evaluates, recommends, and justifies optimum risk management scenarios.
<p>Training Delivery: <i>Knowledge of and ability to utilize various methods to deliver learning solutions for desired training outcomes.</i></p>	<p>Proficiency Level: EXTENSIVE</p> <ul style="list-style-type: none"> • Coordinates the delivery of training sessions and their associated activities. • Monitors the progress of training session delivery to ensure training schedules are followed. • Coaches junior colleagues in choosing proper delivery methods for complicated training situations. • Evaluates the benefits and drawbacks of each delivery mechanism for various training programs. • Evaluates the quality of training delivered throughout the organization. • Collaborates with other functions to adjust training delivery in light of practical requirements.
<p>Position Qualifications</p>	
<p>Education (or equivalency) Required</p>	<ul style="list-style-type: none"> • Bachelor's degree in business, higher education, social work, or equivalent combination of education and related experience.
<p>Experience Required</p>	<ul style="list-style-type: none"> • Experience (typically 1-3 years) as a practicing attorney, providing crisis intervention, working in higher education, or human resource management
<p>Competencies Required</p>	<ul style="list-style-type: none"> • Demonstrated knowledge what constitutes sex discrimination, sex-based harassment, sexual misconduct, domestic/dating violence, and stalking • Demonstrated experience working effectively in a welcoming and respectful workplace environment. • Working knowledge of and ability to use office support tools available on desktop (e.g. calendar, word processing, email, database, presentation and spreadsheets) • Excellent written and verbal communication skills • Demonstrated ability to work collaboratively with others • Demonstrated ability to manage work independently and meet deadlines
<p>Desirable Qualifications</p>	<ul style="list-style-type: none"> • Juris Doctorate, or a Master's Degree in Higher Education, Social Work, or related field • Some knowledge of University of Iowa policies, procedures and federal regulations • Experience with investigating workplace or student misconduct • Public speaking or training delivery experience • Project management or professional writing experience