Ombudsperson initiative

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What is an Ombudsperson?

Mediator, available to all members of personnel, providing listening, help and mediation

- informally
  - does not take part in any disciplinary or formal processes
  - keeps neither written nor official records

- confidentially
  - no risk of finding him/her later on as your boss (end of career position)

- independently
  - of management and staff association
    
    in conflicts between persons and between persons and management and in a wide range of challenges/problems arising at the work place.
What does CERN offer?

- Staff rules and regulations
- Various formal structures to staff members and fellows
  - Equal Opportunity Officer
  - human resource advisors
  - medical service
  - departmental Ombudsperson for IT
- Users have no (or limited) access to these services.
Ombudsperson initiative

Background:

- Fall 2006, Ombudsperson Initiative Group (OIG) formed by a group of members of personnel.
- March 2007, OIG presented a proposal for creating an Ombudsperson post to HR.
  - HR suggested that a Task Force including representatives from ACCU and other instances should be formed.
- March 2007, Pauline Gagnon from OIG gave a presentation to ACCU
  - an ACCU representative to the Task Force nominated.
Ombudsperson task force

• Set up in summer 2007 to
  - determine the need for Ombudsperson at CERN
  - propose a mandate for a Working Group to elaborate this role.

• Invited two acting Ombudsperson (WHO and ILO) to share their experience and give insight.

• Produced written conclusions (sent to ACCU).

• Was invited in October to meet with Mr Chiaveri who informed them that this was not considered a priority by the CERN management. However, actions were being planned to address this aspect.
What is being planned?

• Code of conduct applicable to all members of personnel
  - this resulted from the discussions with Mr Chiaveri and HR representatives
  - a side remark: this would be the essential reference for an effective Ombudsman role.

• Extending the scope of the Current Equal Opportunity Officer.
ACCUs requests
(to be discussed and approved)

ACCUs

• supports the definition of the Code of Conduct.
• encourages creation of an Ombudsperson post at CERN.
• meanwhile, requests that any mediator services at CERN (i.e. extended Equal Opportunity Officer)
  - will be made available to users
  - the users will be widely informed of these possibilities.