

The Staff Ombuds: Roy Baroff, MA, JD

More than 30 years of conflict management experience.
Attorney, mediator, adjunct professor UNC Greensboro -
UNC Law School - Elon Law School;
International Ombudsman Association member and training



Primary Roles

- 1) Help staff members explore issues, concerns, and conflicts in the workplace; provide information and referral; help resolve issues at an informal level.
- 2) Share issues and systemic concerns to the University for review, management, and resolution while preserving the confidentiality of the information source.

The Staff Ombuds Does...

- + Listen to staff members and discuss issues off-the-record
- + Explore ways to manage and resolve problems
- + Provide issue and conflict management coaching
- + Explain and refers to other University resources
- + Share issues with the University in a confidential manner

The Staff Ombuds Does Not...

- Participate in formal internal University investigations or processes
- Contacting the Staff Ombuds Office does not place the University on notice
- Provide legal advice
- Provide mental health counseling
- Provide formal mediation services

The Staff Ombuds Office Is...

Confidential – all communication is off-the-record with disclosure only with permission, if imminent risk of serious harm, or otherwise required by law

Informal – does not participate in formal internal University processes or actions; contact with office does not place University on notice; no records with identifiable information kept

Impartial – does not take sides in an issue; seeks to develop options, facilitate understanding, and communication to reach mutually acceptable resolutions

Independent – operates independently of ordinary line and staff structures; makes periodic administrative reports to the Vice Chancellor for Human Resources; current Staff Ombuds is an independent contractor (not University employee)

Contact Information — Meeting times are flexible and by appointment only

NC State Staff Ombuds: Roy Baroff, MA, JD

phone: 919-935-0922 Staff Ombuds Office (off-campus)

NC State email: rjbaroff@ncsu.edu

off-campus email: rjb@roybaroff.com

office location: 112 Cox Avenue, Suite
212, Raleigh, NC 27605

website: staffombuds.ncsu.edu

Do not use email for confidential communications. All email messages sent to or received by an NC State account are subject to NC Public Records Law. Messages are retained and may be disclosed to third parties.

Staff Ombuds Office (Big Picture)

The office is part of NC State's comprehensive issue/conflict management program. It connects, refers to, and is independent from all University services such as: Staff Senate, OIED, Human Resources, Employee Relations, University Mediation services, FASAP