**Staff Dignity and Respect Contact Service**

**Role Description**

**Purpose of the role**

- To provide an impartial, confidential listening service to staff who feel they may be experiencing harassment, bullying or other inappropriate behaviours, or who are responding to harassment, bullying or other inappropriate behaviours complaints, and provide information to enable them to explore possible options, in accordance with University policies and procedures.

**Time Commitment**

- Up to 7 hours and 1 day training/CPD per annum and operation in the role is dependent on successful completion of initial training and ongoing CPD.

**Responsibilities**

- Following a central referral, conduct a meeting to establish the facts involved in the individual’s concern/complaint.
- Facilitate the individual in identifying their possible options and the practical implications of each.
- Provide accurate information on the relevant University policies and procedures.
- Inform the individual of sources of help and support available at the University.
- Agree and record next steps and make appropriate onward contacts where requested and agreed by the individual.
- Produce an accurate written record of the content of discussions with the individual that will be held centrally and confidentially by the EDI team.
- Participate in Dignity and Respect Contact Network meetings to share approaches to casework and support the development of the service.
- To undertake continuing professional development activities as required to maintain and develop skills.
- Seek advice from the Head of Equality, Diversity and Inclusion in instances of high risk to individuals or the University, for example the well-being and safety of the individual/others.
Person Specification

Desirable Knowledge
- Familiarity with relevant UK Equality and Employment legislation and the legal implications of these for University of Leicester, including the 2010 Equality Act and the 1997 Protection from Harassment Act.
- Awareness of issues associated with harassment and bullying and other inappropriate behaviours and an understanding of the impact of such behaviours.

Essential Skills:

Interpersonal skills
- Is approachable and can demonstrate empathy.
- Is able to remain calm, objective, impartial and non-judgmental.
- Responds sensitively to the needs of a diverse range of people.
- Uses facilitation skills to empower others to think through options and implications for themselves.
- Respects other people’s points of view and beliefs and keeps own views, opinions and feelings to oneself.

Communication skills
- Is able to listen effectively and encourage the other person to talk.
- Uses active listening skills and is alert to non-verbal behaviour cues.
- Is able to explain complex information clearly and succinctly.
- Uses effective questioning techniques to probe for information and check the facts.

Written skills
- Takes accurate and legible notes.

Analytical skills
- Is able to analyse information accurately.
- Can see the key issues and recognise their significance.
- Able to identify potential risks.
- Understands potential options open to others based on policies, procedures and legislation.

Follows procedures
- Keeps within the agreed boundaries of the role and does not give advice
- Fulfills commitments inherent in role, e.g. attends training, development and network meetings.

Essential Personal Qualities

Supports the University’s Dignity and Respect principles and values
- Supports the policies and practices of the University in relation to Dignity and Respect.
- Demonstrates sensitivity and integrity, and protects the confidentiality of information.
- Is able to recognise when the rules of confidentiality require review due to a safeguarding concern.
- Works within own capabilities and experience.