

## **Terms of Reference for RVC's Dignity at Work Ambassadors**

### **The role and remit of the ambassadors**

Dignity at Work Ambassadors are members of staff from different parts of RVC, who have been trained to offer support to anyone at work who feels they have been inappropriately treated, bullied, or harassed, whether this is by a peer, someone junior to them, or someone senior to them. They will also work with people who have been accused of bullying and harassment. Where actions following discussions with the Ambassador have not resulted in a satisfactory outcome or allegations are of a serious nature, the Ambassador may take the case direct to HR, only with the permission of the employee.

### **Main role responsibilities**

To;

1. listen carefully, show respect and allow people the space and time to explore their issues in a safe and confidential environment
2. help others identify what matters to them and to explore what they could do to resolve difficult workplace situations.
3. give guidance on the range of support and options available and how these might work.
4. act as an informal mentor to another ambassador for purposes of developing good practice and, when necessary, mutual support.
5. stay up-to-date with relevant policies, procedures and guidance from the RVC, including attending relevant training.
7. participate in the ambassador network by attending meetings and any training events.
8. maintain confidentiality, except where there is an unacceptable risk to any member of staff or client/service user of the College.
9. follow procedures for the reporting of casework.
10. The ambassador must not: judge whether a case is bullying or harassment, or anyone's 'guilt'; make decisions for others; provide counselling.

Do's and do not's

<b>Ambassador will</b>	<b>Ambassador will not</b>
meet people in a private, comfortable environment where a proper conversation can be held	hold meetings along the corridors or an open plan office
listen to what someone has to say and provide options	give advice
deal with all cases with the utmost confidentiality except in cases where there is an unacceptable risk to a member of staff or to the institution	breach confidentiality – what is said is between them and their 'client'
acknowledge what is important	give their opinion about the situation
remain impartial	blame anyone involved and make judgements on whether a case is bullying or harassment or the 'guilt' of the respondent
help people reflect on what has happened and how they feel	sympathise by sharing personal information
give information about procedural options	be involved in any formal stage of the process, be it in writing the formal complaint, the investigation, disciplinary or grievance procedures, except by way of giving support need during this process
help people assess the various options	advocate on their client's behalf
help people think through what they want to do next	
keep in touch and provide some ongoing support	leave the person without follow up
monitor and evaluate their work	fail to provide data to the central service manager

if requested, accompany someone while they speak to the alleged harasser or accompanying the individual to seek guidance from a senior member of staff	go alone as an advocate to a meeting with the alleged harasser; or offer to mediate between the two
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## **The structure and goals and tasks of the Ambassador at each stage**

### **Stage 1: Problem clarification**

- 🔥 Achieve rapport, inspire confidence and trust, listen attentively, clarify and order discussion
- 🔥 Clarify own ideas about the problem situation without disclosing them at this point
- 🔥 Get clearer, more precise picture of the person and the problem
- 🔥 Encourage the party to examine the problem from all sides and to express their thoughts and feelings

### **Stage 2: Gaining new insights**

- 🔥 Listen attentively, clarify and bring order to the situation
- 🔥 Find themes and thread in the problem to build a better-defined view of the problem
- 🔥 Move towards a changing view of the problem by offering alternative views and insights
- 🔥 Help the other to explore alternative views and insights

### **Stage 3: Treating the problem**

- 🔥 List all options for change, encourage and promote choices, support, focus on action
- 🔥 Define goals, help draw up action plans, promote effective action
- 🔥 Use a range of techniques to develop and implement action plans
- 🔥 Help identify sources of support to implement change

## **Skills needed to deliver the role - Person Specification**

1. Effective, reflective listening skills
2. Ability to feel and show empathy to others
3. Commitment to principles of inclusion and diversity

4. Experience of dealing effectively with sensitive issues
5. Experience of dealing with people in emotional situations
6. Ability to maintain appropriate confidentiality
7. Ability to understand policies and procedures relevant to the role