Respect Adviser - Role Definition
Helping to put a Full Stop to Harassment and Bullying

1. Aims and Objectives

The University has a duty of care for students, staff and visitors and is committed to maintaining a professional working, learning and social environment that is free from any form of bullying & harassment. Respect Advisers play a vital role in supporting this goal by being an informal contact person for staff and students who are seeking supporting relation to bullying or harassment.

The role of the Respect Adviser is to provide a safe environment where staff and students may discuss and explore their situations and the options available to them. The aim is to support an informal resolution wherever possible, however the Adviser can provide information on the formal processes. The Adviser may support the member of staff or student in meeting other parties involved but would not be expected to act as a formal mediator or to take actions independently or on behalf of those who approach them.

Respect Advisers are trained to fulfil this role. This includes the law in relation to discrimination, harassment and bullying, the University’s Dignity at Work and Study Policy and guidance on how to support individuals who approach them.

The University recognises, appreciates and values the contribution of this role and reasonable time off normal duties to fulfil this function will be given.

The role is voluntary and there is no remuneration for these duties. However it is expected the role will be recognised within the Advisers Performance and Development Review.

2. Reports to

Respect Advisers Network/ Equality & Diversity Unit/Equality and Diversity Strategy Committee (EDSC)
3. Purpose of the Role:

- To offer confidential support and impartial advice to staff and students who feel they have been harassed or bullied, or who have been accused of bullying or harassment in the course of their work or study at the University.
- To empower individuals so they are able to resolve their concerns effectively.

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<th>Responsibilities</th>
<th>Guidelines</th>
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<tr>
<td>1. To act as a confidential and independent contact for those who feel they have experienced, or have been accused of harassment or bullying.</td>
<td>Listen, support and offer guidance on the University’s policies and procedures and services available. Do not investigate or take responsibility for resolving a complaint. Provide the member of staff/student with the course(s) of action available to them and the support services available to them. Explore these with them and help them to reach a decision on what they will do. (See below) Meet with the member of staff/student up to three times (unless in exceptional circumstances). Agree a suitable place to meet where both you and the individual will feel comfortable and a confidential conversation may be held. Any notes you take at such meetings must be kept secure and confidential and destroyed once your engagement with them ends.</td>
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<td>2. To maintain confidentiality.</td>
<td>Keep all interactions/ correspondence with the member of staff/student confidential. The only exception to this will be if you reasonably believe there is a significant risk to the health or safety of the individual member of staff/student, other members of staff or other students. In such circumstances, inform the EDU or your Head of HR / HR Adviser immediately. Explain the potential for this exception to the individual member of staff/student at the start of your first meeting.</td>
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<td>3. To be approachable and non-judgemental.</td>
<td>Adopt a professional approach. Make the purpose and boundaries of your role clear at the earliest opportunity. If it is helpful, give the member of staff/student a copy of this role description. Avoid getting emotionally involved. Where appropriate, seek support from other Respect Advisers, the Equality and Diversity Unit, or relevant HR team whilst ensuring the confidentiality of the individual within the boundaries set out above.</td>
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4. To encourage informal resolution of complaints wherever possible.

| 4. To encourage informal resolution of complaints wherever possible. | Listen empathetically to concerns and suggest ways in which the situation may be dealt with constructively (following University policy and procedures).
Signpost to appropriate internal (and external) services.
If you are comfortable so doing, you may agree to meet with others involved alongside the member of staff or student who has approached you. This would be part of an informal approach to resolution. However you should remain neutral at all times and aim to support all parties to explore resolution. You would not act as such as to represent one or other of the parties or in a formal mediation role.
Once a member of staff/st student wishes to invoke the formal procedures you will no longer be involved. Please direct them to the relevant procedure. |
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| 5. To take an active role in the Respect Network. | Make every effort to attend the quarterly meetings and relevant training.
Without breaching confidentiality, share experiences with the network.
Support members of the network.
Develop an understanding of the legal requirements related to bullying and harassment. |
| 6. To collate information and forward to the Equality and Diversity Unit on a termly basis. | Each Respect Adviser will maintain a record of the number and nature of complaints on an anonymised tracking document.
This will be forwarded to the Equality and Diversity Unit on a quarterly basis for the purpose of monitoring trends.
Individuals will not be identified. |

### 4. Essential experience, skills and attributes of the post holder

The person appointed must have:

- A clear commitment to equality of opportunity with both the workplace and learning and teaching environment.
- Experience of working with students and staff from diverse cultural backgrounds.
- Excellent listening and interpersonal skills that will enable effective communication with staff and students from a wide range of backgrounds and at all levels across the University of Glasgow.
- Have a high degree of motivation to provide a support role to members of staff and students in difficult situations.
- The ability to treat all disclosures in a confidential and sensitive manner in accordance with existing policy.
- The ability to deal objectively with, at times, very distressing situations.

Should a Respect Adviser decide that they wish to withdraw from the Network (temporarily or permanently) they should contact the Equality and Diversity Unit to discuss their concerns.