**Bullying and Harassment Advisor**

**Suggested Role Description**

**Purpose of the role:**

To provide, on a voluntary basis, face to face confidential advice and support to employees who believe they are involved in one or more incident(s) of bullying or harassment, whether as the subject, the alleged perpetrator or the witness.

**Main Responsibilities**

1. To listen carefully, show respect and allow people the space and time to explore their issues in a safe and confidential environment where both the employee and advisor will not be disturbed or interrupted
2. Through a range of questioning/active listening techniques, to help them identify the key points and explore what action they might want to take.
3. To give guidance on the range of support services and options available to them, how these might work, what the ‘next steps’ might be and their implications, including informal and formal action.
4. In exceptional circumstances, and in respect of employees only, where the actions following discussions with the Bullying and Harassment Advisor have not resulted in a satisfactory outcome, the Adviser may take the case direct to HR. This must be with the expressed permission of the employee who has sought advice.
5. The advisor must avoid:
* making a judgement on whether a case is bullying or harassment, or on any person’s ‘guilt’;
* making decisions for the employee;
* undertake any kind of investigation;
* provide formal counselling;
* act as an advocate.
1. To act as an informal mentor to another advisor for purposes of developing good practice and, when necessary, mutual support.
2. To maintain a thorough and up-to-date awareness of the relevant policies, procedures and guidance, particularly ……..
3. To maintain a practical and up-to-date awareness of the relevant legislation by attending the relevant training.
4. To actively participate in the Bullying and Harassment network by regularly attending its meetings plus any training events arranged to develop and disseminate good practice and provide peer support.
5. To assist in reviewing the relevant policies, procedures and published guidance on bullying and harassment.
6. To maintain the confidentiality of the service, except where there is an unacceptable risk to the complainant or any other person.
7. To fully observe all procedures for reporting casework to the Network Co-ordinator.

**Person Specification**

1. Effective listening skills
2. Ability to show empathy
3. Ability to show ongoing respect and due regard for employees
4. Commitment to principles of equality and diversity
5. Experience of dealing effectively with sensitive issues
6. Experience of dealing with people in emotional situations
7. Ability to maintain confidentiality where appropriate
8. Ability to maintain up to date knowledge of relevant legislation, policies, and procedures relevant to the role
9. Ability to maintain a professional distance in handling casework

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