

# Dignity Disclosure Officers Briefing

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Diversity and Inclusion



INVESTOR IN PEOPLE

## Event Outline

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- Why have Dignity Disclosure Officers at QMUL?
- What does it involve?
- Person Specification
- How and when can I apply?
- Training
- What support is available for volunteers?
- Questions?

## Why have Dignity Disclosure Officers (DDO's) at QMUL?

- All staff and students, regardless of their gender, race, ethnic background, culture, disability, sexual orientation, age, religion/belief (or no religion/belief), socio-economic status or any other factor can perform to their potential
- Create and maintain a supportive environment where all staff and students are respected by
  - preparing and launching new dignity at work policy,
  - raising awareness of QMUL values
  - providing Diversity and Inclusion training
  - increased support to staff and student around bullying and harassment (25 DDO's and 6 Sexual Harassment Officers)

# What does acting as a Dignity Disclosure Officer involve?

- Providing *confidential*\* support for staff and students experiencing/accused of bullying and harassment at QMUL
- Support provided will include:
  - talking to staff and students experiencing bullying and harassment face to face (normally) or over the phone if required (QMUL number only)
  - active listening
  - explaining options available
  - signposting to services

# What does acting as a Dignity Disclosure Officer involve?

- DDO's will be expected to
  - Obtain permission from line manager/supervisor before applying
  - Attend all training provided (1 full day training in February)
  - Maintain confidentiality\*
  - Be approachable to staff and students
  - Complete a record of all contact from staff and students (returned to Diversity and Inclusion team)
  - Attend termly network meetings
  - Act within the Network's and QMUL's procedures and policies
  - Champion Dignity at Work in their schools/departments.

# What does acting as a Dignity Disclosure Officer involve?

- Role does not involve:
  - confirming what is/ is not bullying and harassment
  - acting as a mediator between parties involved
  - investigating claims of bullying and harassment
  - acting as a representative or advocate
  - providing counselling
  - taking responsibility for resolving the problem i.e. putting undue pressure on staff and student to take a particular action/ or any action
  - taking part in the formal stage of complaint process be it in writing the formal complaint, the investigation or grievance procedures, except by way of giving pastoral support during this time.

## Person Specification: *full training will be provided*

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> <li>Understanding of a range of issues relating to dignity at work</li> <li>Understanding and commitment to Equality and Diversity</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of QMUL policies and procedures relating to bullying and harassment</li> <li>Knowledge of legislation relating to bullying and harassment</li> </ul>
Skills	<ul style="list-style-type: none"> <li>Excellent listening skills</li> <li>Ability to clearly communicate information verbally and in writing</li> <li>Ability to work in total confidence</li> <li>Ability to establish trust and confidence with others</li> <li>Ability to work autonomously with appropriate regard for health and safety</li> <li>Time management</li> <li>Ability to maintain boundaries with Network users as set in Network policies and procedures</li> <li>Ability to remain calm in difficult situations</li> </ul>	
Experience		<ul style="list-style-type: none"> <li>Previous experience of providing pastoral care</li> </ul>
Qualifications	<ul style="list-style-type: none"> <li>No formal qualifications required</li> </ul>	<ul style="list-style-type: none"> <li>Completion of training relating to bullying, harassment and equality issues</li> </ul>

## How to apply

- Complete expression of interest form with:
  - Permission from line manager/ supervisor
  - 1-2 examples/ scenarios demonstrating ability of skill required. Scenarios/ examples can be obtained from various sources including but not limited to personal life, prior or current employment, education, voluntary work
  - If no direct previous experience, discuss how you would approach the issue in an hypothetical way highlighting skills you think might be important in the role
- Completed expression of interest forms should be returned by **midnight Friday 10<sup>th</sup> of November 2017** to be considered for role.
- Interviews to occur in **December 2017**.
- Training will take place in **February 2018**.

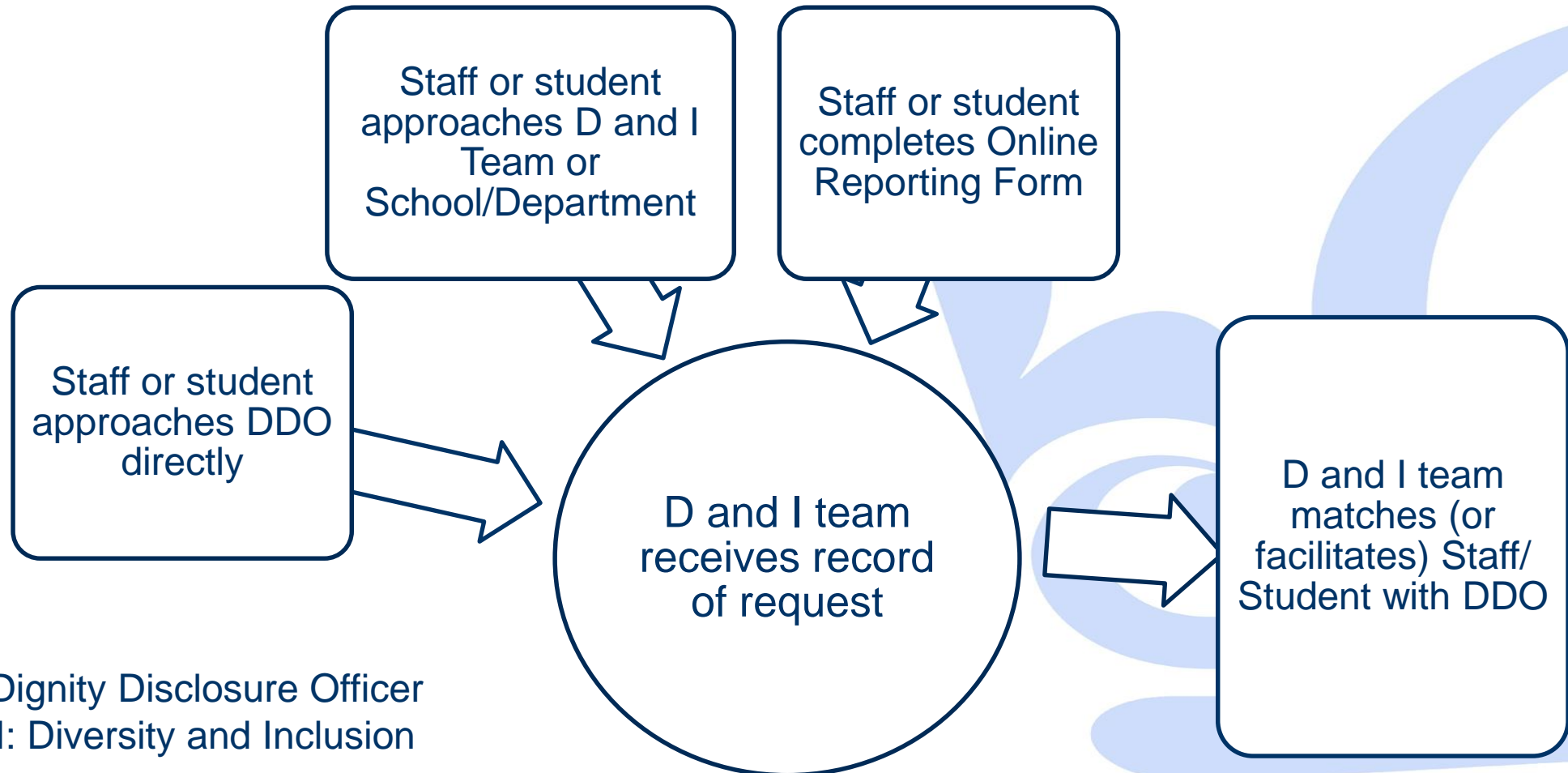


# Training

1 full day training to cover:

- Taking a disclosure
- Communication skills
- Confidentiality of information
- Record keeping
- Onward referrals and signposting
- QMUL Dignity at Work policy
- Health and Safety
- Pastoral Support for DDO's from Diversity & Inclusion Team and Advice and Counselling

# Dignity Disclosure Officer's Process



DDO: Dignity Disclosure Officer  
D and I: Diversity and Inclusion

## What Support will be available for DDO's

- Trial of a 'buddy system' for taking first disclosure
- Pastoral support from the Diversity and Inclusion Team
- Pastoral support from Advice and Counseling from Work Place Options
- Termly network group meetings
- Dedicated web page for DDO's



Questions?



# Briefing Close

- Thank you for attending
- We look forward to receiving your completed expression of interest forms!

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