

Role specification for the Freedom to Speak Up Guardian

Acting in a genuinely independent capacity, the Freedom to Speak Up Guardian will be appointed by the Board, working alongside them and members of the executive team to help support the organisation to become a more open, transparent place to work.

In particular the Freedom to Speak Up Guardian will:

- Work with the chief executive and Board to help create an open culture which is based on listening and learning and not blaming.
- Develop, alongside the Board, chief executive and executive team a range of mechanisms, in addition to the formal processes, which empower and encourage staff to speak up safely.
- Ensure that staff with disabilities and those from black and other minority ethnic backgrounds are encouraged to speak out and are not disadvantaged by doing so.
- Participate in the organisation's educational programme for all staff so that they understand how they can raise concerns and for managers about how they respond to concerns and supporting the member of staff appropriately.
- Be entirely independent of the executive team, so they are able to challenge senior members of staff, reporting to the Board or externally as required.
- Be a highly visible individual, who spends the majority of their time with 'front line' staff, providing expertise in developing a safe culture which supports and encourages staff to speak up using the local procedures and if necessary advising them on how to raise concerns, including externally.
- Act in an independent and impartial capacity, listening to staff and supporting them to raise concerns they may have by using the available structures and policies, both within the organisation and outside.
- Independently review any complaints from members of staff about the way they have been treated as a result of raising a concern and report back to the individual and, with their agreement, to their manager, the chief executive and the director of human resources.
- Ensure members of staff who speak up are treated fairly through the investigation, inquiry and or review and that there is effective and open communication during this time.

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- Ensure that information about those who speak up is kept confidential at all times, subject to requirements around safeguarding and illegality.
- Meet quarterly with the chief executive to feedback themes from the concerns raised and to share positive and negative experiences and outcomes.
- Report at least every six months to the Board and the organisation as a whole.
- Participate in the national network for the guardians, sharing and helping to develop excellent practice in supporting members of staff who speak up.

Those appointed as Freedom to Speak Up Guardian should have these characteristics:

- Understand the trust, its values and key priorities and challenges.
- Have a track record of supporting and listening to staff and in demonstrating the values of the trust and the NHS constitution in their daily working lives.
- Be able to facilitate a conversation between members of staff and their managers.
- Have a good understanding of how to raise concerns and the barriers that can exist for those who speak up.
- Be an approachable, trusted, non-judgemental individual, who is comfortable with talking with 'front line' staff from all disciplines and all grades and can build a rapport which demonstrates compassion and understanding.
- Have the ability to set boundaries, be concise, synthesise and present information and be able to write reports for the chief executive and the Board.
- Have an understanding of mediation and managing confidential matters; this includes an understanding of managing and keeping confidential records of cases.
- Be responsive and resilient.
- Have an ability to work with a range of stakeholders, especially those responsible for patient safety and patient and staff experience, to ensure that lessons are learnt, themes identified and necessary changes are made.
- Confident in speaking at internal and external events.

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