

Role Description

Job Title:	Staff Supporters
Campus/Location:	All campuses
Responsible to:	The Equality, Diversity and Inclusion Centre
Contract type:	Volunteer

Purpose of the Post

The Staff Supporters scheme is an initiative that will help all staff access the support and guidance they need.

A Staff Supporter is an existing member of staff who is part of a trained network of volunteers which provide confidential and positive assistance to all Imperial staff when they need information, guidance, and support. Staff Supporters have received bespoke training and are able to provide confidential assistance on a range of issues, from queries about career advice or flexible working, to concerns about the behaviour of a colleague.

Sometimes staff do not know who to contact when they have a problem, they might not have access to a PC and perhaps can't talk to their line manager. In these instances, the Staff Supporter acts as a signposting and guidance service to provide information direct to staff.

Key Responsibilities

- Staff Supporters can provide information direct to individuals on a range of issues. This service is particularly important if the individual is undergoing structured performance support or is subject to other formal or informal College processes (grievance/disciplinary). Staff Supporters can also provide information on College services to support a concern related to health or personal circumstances not directly related to work or about less contentious matters – for example accessing career advice and support.
- The role of the Staff Supporter is to support the individual in accessing the relevant College or external services – including those listed above - and to keep in regular contact with the member of staff, ideally until the matter has been satisfactorily resolved or concluded.
- Staff Supporters do not provide specialist advice to individuals, or act as an advocate for them, but they do ensure that staff are able to access the appropriate College or external service relevant to their issue. The Staff Supporter is also an ongoing point of independent contact for as long as the individual requires support.
- Staff Supporters will maintain confidentiality and will not share information about the member of staff's concerns with anyone else without the express permission of the member of staff (unless someone is at risk of harm).
- Staff Supporters do not replace the remit of the Consuls or the trades unions. Consuls will continue to be available for advice on academic staff matters. The College trades unions (UCU, Unite and UNISON) will continue to provide information, advice, and an advocate service for their members.
- A Staff Supporter will need to commit to a one-day training session on commencement of their role and termly half-day refresher briefings which will include sharing and learning from the experiences of other colleagues in Staff Supporter roles.

Person Specification

Requirements	Essential (E)/ Desirable (D)
Volunteers will be expected to demonstrate the following:	
Experience	
Experience to offer support and guidance to staff when this is needed	E
Experience dealing with confidential information	E
Knowledge	
A good understanding of College services and procedures (for which training will be given)	E
Skills & Abilities	
Excellent interpersonal and listening skills	E
Ability to deal calmly with emotional upset	E
Ability to work with people from diverse backgrounds	E
Ability to be unbiased and to put personal assumptions and preconceptions to one side to offer completely impartial support	E
Ability to maintain confidentiality	E
Putting people in touch with others who may be able to advise e.g., the EDI Centre who can give further advice on procedures	E
Attending network catch-up meetings and yearly CPD/supervision	E
Good understanding of boundaries – personal and role boundaries	E
The following courses should have been completed in the last three years:	D
<ul style="list-style-type: none"> • EDI online course • Unconscious bias online course 	