Further Information for prospective Mutual Respect Contact volunteers

2021
Thank you for your interest in applying to be a Mutual Respect Contact (formerly Dignity at Work Contact) within the University of Cambridge.

In mid-May 2021 the University will be launching ‘Change the Culture’, a campaign aimed at addressing and preventing bullying, harassment, discrimination, sexual misconduct and victimisation (together defined as ‘inappropriate behaviour’) across the University community. As part of this campaign, we are recruiting a number of new Mutual Respect Contacts to support staff affected by these behaviours.

The University of Cambridge recognises and values the contributions made by all of its employees. It is committed to creating and maintaining a safe, welcoming and inclusive community for all staff, students, and visitors to the University as set out in the new Mutual Respect Policy, which will replace the existing Dignity at Work Policy once the campaign is launched.

It also expects all members of the University community to treat each other with courtesy and consideration at all times to support a culture of mutual respect. All members of the University community have the right to expect professional behaviour from others, and there is a corresponding responsibility to behave professionally towards others.

However, it is recognised that in any organisation problems do occur sometimes, ranging from minor to more serious issues. The Mutual Respect Policy has been developed to provide guidance to those affected by inappropriate behaviour in the workplace and those alleged to have behaved in such a way. In such cases, our Contacts confidentially listen to concerns, explain the University’s policy and procedures, and provide support and advice.

This pack provides further information about what the role of a Mutual Respect Contact involves.

If you would like to apply for the role of Mutual Respect Contact, a completed application form should be sent to MutualRespectContacts@admin.cam.ac.uk.

If you would like this application pack in a different format please contact the Mutual Respect Co-ordinator by e-mailing MutualRespectContacts@admin.cam.ac.uk.

The closing date for applications is 21 May 2021. Interviews will be held during the weeks commencing 31 May 2021 and 7 June 2021.
2. Role Description and Person Profile

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<thead>
<tr>
<th>Faculty / Department:</th>
<th>HR Division</th>
<th>Position title:</th>
<th>Mutual Respect Contact (formerly Dignity at Work Contact) (Voluntary/unpaid)</th>
<th>Date of this revision: May 2021</th>
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</thead>
<tbody>
<tr>
<td>Accountable to:</td>
<td>Mutual Respect Co-ordinator</td>
<td>Time commitment:</td>
<td>Approximately three days training in the first year (spread over a number of sessions. Approximately 6 - 8 cases per year (approximately 1 – 2 hours per case). Monthly Mutual Respect Contacts meeting (1-2 hours often over lunch time).</td>
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**Dimensions of the role**  
As part of a team of workplace Mutual Respect Contacts, the post holder will provide confidential advice to those ('the individuals') who feel that they are experiencing difficult working relationships. This may include those who have experienced, witnessed or have been accused of bullying, harassment, discrimination, sexual misconduct or victimisation ('inappropriate behaviour'). The post holder will be required to undertake ongoing training and development including attending monthly Contact meetings and reflective practice sessions, and to contribute to the development of the Mutual Respect Service.

**Role Purpose**  
The Mutual Respect Contact will work with individuals to:
- Help them analyse the problem(s) they face;
- Explain the University's Mutual Respect Policy, grievance policies, and related procedures;
- Detail internal and external sources of support;
- Help them to understand the courses of action open to them.

**Main Responsibilities**  

1. **Casework (40%)**
   - Meet with the individual and provide appropriate support such as:
     - Listen effectively to their concerns and fully explore the issues involved
     - Help them to analyse the problem(s) they face
     - Provide full, clear and accurate information on the University’s Mutual Respect Policy, grievance policies, and other relevant policies and procedures
     - Help them to understand the courses of action open to them and advise on the practicalities involved in progressing each course of action or responding to allegations.
   - Advise on appropriate sources of support – both internal and external to the University.
### Case Work (continued)

1. If the individual wishes to attempt an informal resolution:
   - Explain the informal procedures
   - Help them to think about how they might approach the other party and a form of words to address their concerns

2. If the individual wishes to make a formal complaint:
   - Explain the formal procedures
   - Advise the individual as to how to prepare a complaint and the process that will be followed

3. If the individual is the subject of a complaint:
   - Explain the appropriate procedures depending on whether the individual has been approached informally or formally.
   - Advise the individual about how to approach the process that will allow a positive working relationship to be resumed if possible, including how they should prepare for giving their own account.

4. For statistical records complete an anonymised harassment monitoring form with the individual and send it to the Mutual Respect Co-ordinator.

### Training, Support and Contact Network (30%)

1. Successfully complete a Mutual Respect Contract training course prior to being confirmed as a Contact. (Following completion of the programme the trainers may recommend that certain trainees should not become Contacts. The trainers will explain the reasons for their decision to the trainees.)

2. Successfully complete the Equality and Diversity on-line training module.

3. Work with a current Mutual Respect Contact who will act as a mentor on initial casework.

4. Attend monthly Contact meetings to receive further training and review work.

5. Take part in reflective practice sessions facilitated by the Counselling Service to learn from shared experience and explore any emotional feelings or conflicts which arise during the Contact work. (During these meetings the general nature of cases will be discussed but the anonymity of particular individuals will be respected.)

6. Be available to fellow Contacts to help in assessing how to support individuals.

### Operation and Development of the Mutual Respect Service (30%)

1. Contribute to the operation and development of the service as appropriate on a voluntary basis. Assist with:
   1. Raising awareness of Mutual Respect Contacts (attending training / presentations)
   2. Reviewing relevant processes/operating procedures
   3. Training of new Mutual Respect Contacts

2. Contribute to the development of marketing material.
## Person Profile

### Education and Qualifications
- No specific requirements

### Specialist Knowledge and Skills
- An awareness of inappropriate behaviour and the problems that might arise in the work place which can affect working relationships
- An awareness of the University of Cambridge Mutual Respect Policy, the Grievance Policy for all Assistant, Unestablished Academic and Academic-related staff (including contract research staff), and the grievance procedures for other categories of staff.
- An understanding of the importance of resolving issues early, informally and collaboratively wherever possible, to the benefit of all parties
- Awareness of issues associated with equality, and an understanding of prejudice and the importance of inclusion
- The ability to maintain confidentiality in accordance with existing policy

### Communication Skills
- Good listener
- Clear communicator who can engage with people at all levels
- The ability to maintain confidentiality in accordance with existing policy
- Ability to present information and ideas
- Able to sensitively question and respond to the Client
- Able to work with clients displaying strong emotions

### Interpersonal Skills
- Excellent interpersonal skills
- Empathy for people struggling with issues of bullying, harassment, discrimination, sexual misconduct and victimisation (inappropriate behaviour)
- Able and willing to be non-judgemental, impartial and objective
- Ability to help others articulate and explore their problems
- Ability to contribute to learning in a group environment

### Relevant Experience

#### Essential
- Has previously undertaken/is currently undertaking personal and professional development either inside or outside work

#### Desirable
- Prior experience in a listening/support role (inside or outside work)
- Experience of facilitating and leading informal discussion
- Experience of working with individuals from diverse cultural backgrounds

### Additional Requirements
- Current University of Cambridge employee
- Commitment to the principles of equality, respect and fairness at work
- Commitment to operating within defined practice standards
- The ability to work autonomously
- The ability to deal dispassionately with, at times, very disturbing situations
- The ability to manage workload and time
Overview of initial training

Approximately 3 days training (spread over a series of sessions) will be provided for all successful applicants. **It is anticipated that training will be held in July 2021 but the actual dates will be confirmed prior to interview stage.**

The objectives of the training are:

- To understand the types of inappropriate behaviour that may arise in the workplace and the impact on individuals and the University.
- To understand the importance of resolving issues early, informally and collaboratively, and more formal routes where required.
- To understand the principles of Mutual Respect and the benefits of this service to the University of Cambridge.
- To become familiar with the University of Cambridge’s Mutual Respect Policy, Grievance Policy and related policies and procedures.
- To discuss best practice and to learn how to apply this to meetings with individuals.
- To develop skills and knowledge to be an effective Mutual Respect Contact, e.g. effective listening skills.
- To develop the confidence to work as a Mutual Respect Contact.

Training will be given by a variety of trainers such as the Mutual Respect Co-ordinator, staff from Equality and Diversity, the Counselling Service, PPD, the Mediation Co-ordinators and current Mutual Respect Contacts. It will be provided in a variety of formats such as briefings, discussions, question and answer sessions, case studies and role play.

Successful completion of this training is a pre-requisite to becoming a Contact. Following completion of the programme the trainers may recommend that certain trainees should not become Contacts. The trainers will explain the reasons for their decision to the trainees.

**Ongoing training**

Ongoing training and support is provided through monthly Mutual Respect Contacts meetings. Training is provided by visiting speakers and through group discussion and support is provided through reflective practice sessions facilitated by the Counselling Service.