

**Resolution Support Officers –**

**Further information and contact details**

**Who can a Resolution Support Officer assist?**

Resolution Support Officers are neutral and empathetic colleagues who are available to assist any employee who has any concern or a potential complaint in relation to their employment with the University. This will also include, but is not limited to, any employees who feel that they are affected by (either directly or indirectly e.g. as a potential witness) unwanted behaviour such as potential harassment, bullying and victimisation.

Resolution Support Officers are also available to any individuals who have had a concern or complaint raised about them, or have been accused of harassment, bullying or victimisation, by another employee.

The service is confidential and allows such employees to discuss their concerns informally, at an early stage wherever possible, and without recourse to formal University processes.

Please note that Resolution Support Officers are not able to assist: -

* students
* agency workers, honorary staff or contractors
* colleagues within their own team/department (to ensure impartiality).

**What can a Resolution Support Officer do?**

A Resolution Support Officer can and will:

* Provide a supportive, confidential environment in which to discuss any concerns;
* Listen and empathise without judgement;
* Encourage those seeking their advice to consider and reflect on, at an early stage, what a successful resolution to their concerns may consist of;
* Provide individuals with information on the options and internal support mechanisms that are available, both informally and formally, to hopefully try and achieve a successful resolution to their concerns;
* Assist those seeking advice in thinking those options through; and,
* Support those seeking their advice in making decisions that are right for their situation.

**What can’t a Resolution Support Officer do?**

Resolution Support Officers cannot:

* Force those seeking advice to do anything they don’t want to do;
* Make decisions for those who are seeking their advice or ‘fix’ the situation for them;
* Take action against the alleged perpetrator/s on an individual’s behalf;
* Mediate or negotiate between the different parties to the situation – only trained external mediators will be used where mediation is deemed appropriate and when agreed to by all parties concerned;
* Provide counselling - staff counselling support can be accessed via the University’s Employee Assistance Programme, provided by PAM Assist, details of which are at: - <https://www2.worc.ac.uk/personnel/658.htm>;
* Meet with an individual outside of office hours or outside of University premises – 24/7 support is available through PAM Assist (<https://www2.worc.ac.uk/personnel/658.htm>) and is designed for when an individual needs to talk to someone outside of the working day;
* Pass on specific information about anything an individual has raised with them in confidence – a formal record of any discussions had with a Resolution Officer will not be kept.

**Who are the Resolution Support Officers and how can they be contacted?**

Resolution Support Officers are volunteer members of staff from across the University community. They have volunteered their time to try and ensure that the University is a comfortable, safe and productive work environment for all staff members. Resolution Support Officers are from a variety of areas of the University and represent a wide range of staffing levels and social groups. The names and contact details for our current\* Resolution Support Officers are as follows: -

*Based at St John’s Campus*

Name Department Email address

Jenny Tansell Professional Administrative Services (PAS)/ [j.tansell@worc.ac.uk](mailto:j.tansell@worc.ac.uk)

School of Science & Environment

Carolyn Ralphs Professional Administrative Services (PAS)/ [c.ralphs@worc.ac.uk](mailto:c.ralphs@worc.ac.uk)

Schools of Arts and Humanities

Rachael Ashton Admissions Office [r.ashton@worc.ac.uk](mailto:r.ashton@worc.ac.uk)

Joanne Jones School of Nursing & Midwifery [joanne.jones2@worc.ac.uk](mailto:joanne.jones2@worc.ac.uk)

Glyn Harding School of Sport & Exercise Science [g.harding@worc.ac.uk](mailto:g.harding@worc.ac.uk)

Gill Harrop School of Psychology [g.harrop@worc.ac.uk](mailto:g.harrop@worc.ac.uk)

Des McDougall School of Science & Environment [d.mcdougall@worc.ac.uk](mailto:d.mcdougall@worc.ac.uk)

*Based at City Campus*

Name Department Email address

Kaylyn Cater Professional Administrative Services (PAS)/ [k.cater@worc.ac.uk](mailto:k.cater@worc.ac.uk)

Worcester Business School

Sarah Potter Academic Quality Unit [sarah.potter@worc.ac.uk](mailto:sarah.potter@worc.ac.uk)

*Based at Lakeside Campus*

Name Department Email address

Jon Hunt School of Sport & Exercise Science [j.hunt@worc.ac.uk](mailto:j.hunt@worc.ac.uk)

\*NB: List last updated March 2023

**How can I become a Resolution Support Officer?**

If you are interested in becoming a Resolution Support Officer, please contact Sam Bateman, Deputy HR Director (Employee Relations) at [s.bateman@worc.ac.uk](mailto:s.bateman@worc.ac.uk) to express an interest. Resolution Support Officers will be engaged into the role on an as needed basis.

All Resolution Support Officers will be invited to have an initial discussion with HR so as to ensure that, before they commit to offering such support to fellow colleagues, they fully understand what the role entails and the University is confident that the individual concerned has the appropriate skills to do the role well.

All newly engaged Resolution Support Officers will undergo initial training including: -

* a briefing on all relevant University policies, procedures and support services;
* the legal context of harassment, bullying and victimisation and the types of behaviours that may be classed as such; and,
* information on how to assist any colleagues who approach them for advice, including ensuring that the Resolution Support Officer has clarity on the boundaries and scope of their role when doing so; and,
* advice on when/if it might be appropriate to seek further support.

As part of the ongoing development of Resolution Support Officers, they will also be asked to participate in any further training sessions as necessary, and to attend a Resolution Support Officer group meeting twice a year for the purposes of sharing and learning from best practice and experience.

**Confidentiality**

Resolution Support Officers are required to maintain the confidentiality of any individuals who approach them for advice. They will not release identifiable information about any staff member or situation without consent.