

Guardian Job Description

Job Title	Guardian
Reporting Line	Operations Manager and Guardian
Department/Client	NHS
Job Purpose	<ul style="list-style-type: none"> • To provide independent, confidential liaison for all staff • To support contacting employees to find a self-determined resolution to their concerns by telephone and/or in person • Escalate issues of concern promptly in accordance with agreed timescales • Surface issues for the organisation which might otherwise be unknown • Promote an environment of “Freedom To Speak Up” • Provide support for staff who feel unable to raise issues internally or without support
Key Internal Organisational Relationships	<ul style="list-style-type: none"> • Director of Operations and Client Services, Guardians, HR, IT
Key External Relationships	<ul style="list-style-type: none"> • Contacting Staff, Client Key Contacts, Established Client Escalation Path
Key Accountabilities	<ul style="list-style-type: none"> • Provide in person support to contacting client Staff • Escalate issues as per agreed protocols • Facilitate meetings as necessary • Provide communication support and presentations on GSL services • Complete monthly reporting and record keeping efficiently
Main Duties	<ul style="list-style-type: none"> • Promptly respond to initial telephone or email, contacts providing an empathic and non-judgemental approach. • Arrange as soon as possible to complete conversations with contacting employees at mutually convenient times and venues. Maximise the use of telephone, skype, facetime etc. in order to facilitate speedy resolution. • Escalate issues of patient safety and care in line with the agreed timescales for an NHS Trust client • Escalate (anonymously when necessary) and remain in contact with the contacting employee and those in the escalation path to ensure a satisfactory resolution is agreed • When required facilitate a meeting between a contacting employee and a colleague, escalating formally their concern (with their permission) in line with the agreed escalation path. • Present the Guardian service to staff groups as required and on a regular basis. Agree a level of visibility with the NHS Trust and deliver accordingly.

	<ul style="list-style-type: none"> • Write and keep accurate records and contribute to the evaluation of the effectiveness of the service as required, ensuring that reports are completed and recorded in a timely and accurate way • Ensure that information and data are handled appropriately, and personal and confidential data are protected in line with GDPR requirements • Work in accordance with the Guardian Service policies and procedures
Additional Duties	<ul style="list-style-type: none"> • Participate in and actively contribute to individual supervision, training and team meetings; attend all staff meetings and organisational events as required. • Maintain knowledge on Guardian practice including developments in employment law, The National Guardian Office, NHS policy and guidelines etc. • Act as a Champion and build up specific knowledge on a particular subject matter that adds value to GSL.

Guardian - Person Specification

Qualifications	<ul style="list-style-type: none"> • A third level qualification is desirable or comparable certification or relevant professional association membership – HR, Training, OD, Coaching, Mediation, Arbitration etc.
Experience	<ul style="list-style-type: none"> • Proven management and organisational skills at a mid-management or higher level • Demonstrable experience of interaction with mid-level and senior Executives, Directors and Non-Executive Directors in addressing concerns and issues. • Proven experience of dealing sensitively with difficult issues, to act with integrity and maintain confidentiality as appropriate • Experience in giving presentations to small and large groups • Experience in communicating at all levels of staff from all disciplines and/or grades. • Experience of planning and prioritising own workload, and working on own initiative • Basic knowledge of Employment Law, the Equality Act and data protection • Knowledge of HR policy and proven experience of staff management
Required Skills	<ul style="list-style-type: none"> • Excellent verbal and written communication skills to liaise with a wide range of people • Ability to work flexibly in order to meet the needs of the business • Self- motivated, confident to work on own initiative and in working alone • Able to build a rapport which demonstrates compassion and understanding • Be able to set boundaries, be concise, present information and be able to write reports using Microsoft Office tools. • Hold a UK driving licence and have access to a car
Personal Disposition	<ul style="list-style-type: none"> • Be approachable, trusted and non-judgmental • High emotional intelligence • Enthusiastic and highly motivated • Empathic disposition • Completer/finisher attitude