

Appendix 2

Role Title	Freedom to Speak Up Ambassador
Role Purpose	<p>To provide confidential advice and support to all colleagues in CQC who want to speak up about a concern. To be approachable, to listen actively and well, to advise and to sign post people to the options available to them. To remain in contact with people and to follow up with them on their experience of speaking up. To encourage and promote the concept of speaking up so that it continues to develop as part of our everyday life at CQC.</p>
Accountabilities	<ul style="list-style-type: none"> • Act as a role model, demonstrating CQC's values in speaking up confidently and well in their own job role. Taking every opportunity to promote a culture in CQC where people raise and respond to concerns with kindness and compassion. • Listen to colleagues who have a concern, helping them to think about and reflect on the situation. Support colleagues (as individuals or as a group) to prepare to raise their concern in the best way and in the most appropriate place. • Helping colleagues to explore the options available and signposting them appropriately. • Continuing to provide support, following up with people at agreed intervals. This does not mean representing people or getting involved in any informal or formal processes that may result. • Deal with all contacts with the utmost confidentiality except in cases where there is an unacceptable risk to a member of staff • To raise awareness of the Freedom to Speak Up and the Zero Tolerance on Bullying and Harassment policies. As part of this seeking opportunities to speak to colleagues at team and directorate meetings, delivering presentations and raising and maintaining awareness. • To act as 'buddy' to another Freedom to Speak Up Ambassador for the purposes of mutual support and the seeking of solutions to difficult situations • To attend training in relation to the CQC Freedom to Speak Up Policy and the role of Freedom to Speak Up Ambassador and to participate in the regular sharing of experience and good practice in order to develop skills and experience relevant to the role • To identify and refer serious allegations to the Freedom to

	<p>Speak Up Guardian.</p> <ul style="list-style-type: none"> • Refer people to another Freedom to Speak Up Ambassador where you feel there may be a conflict of interest for you to advise that individual • To keep up to date records, recording contacts, concerns and outcomes in line with the CQC Freedom to Speak Up recording policy and process. • To be available to colleagues, either in person or via the telephone, during normal working hours.
Specific skills and experience	<ul style="list-style-type: none"> • A clear commitment to a compassionate and positive culture at CQC and to equality in the workplace. • No particular seniority, status, educational or professional qualifications are required. • An understanding of the barriers to speaking up that exist in organisations and how these can be challenged and overcome. • The ability to encourage and enable individuals to speak openly and confidently. • Good communicator with well-developed interpersonal and listening skills. • An approachable style and an ability to deal compassionately with individuals and groups. • Ability to treat all disclosures and conversations in the strictest confidence by generating an atmosphere of trust. • The ability to work autonomously and professionally • An advocate and role model for CQC Values and Behaviours