

Role Description Freedom to Speak Up Ambassador

Role Summary

You will be a point of contact for individuals who require advice, to inform them of the options available, whether informal or formal and to direct and signpost individuals to the support available. With regular support from the Trust's Freedom to Speak Up Guardian and Advisor. You will act as a role model for creating an open, honest, and transparent culture which values speaking up.

Purpose

Freedom to Speak Up Ambassadors (FTSU Ambassadors) will assist the Freedom to Speak Up Guardian (FTSUG) and Freedom to Speak Up Advisor (FTSUA) by:

- Supporting the organisation to further embrace and embed a culture of honesty, openness, and transparency.
- Instil the value of Speaking Up and encourage staff to raise concerns at the earliest opportunity and where possible support an informal resolution.
- Empower staff to 'Speak Up' in a safe and confidential environment about concerns with patient and/or staff safety.

By ensuring that:

- Staff are supported to speak up.
- Barriers to speaking up are being escalated.
- A positive culture of speaking up is encouraged and adopted.
- Issues raised are shared with the FTSU team to enable them to be used as an opportunity for learning and improvement.

Key Responsibilities

- To work with others within the Trust to develop a culture where speaking up is recognised and valued.
- Support the FTSU team with service engagement visits, promoting local speaking up processes and sources of support and guidance to staff.
- To support staff who want to raise concerns by signposting them to the relevant people, policies, or the Freedom to Speak Up team.
- Be available and accessible to staff who may have a concern.
- Escalate immediately to the FTSU team any concerns about patient safety which indicate that safety and quality may be compromised.
- Communicate with empathy and compassion with staff about potentially emotive subjects.
- To help instil the confidence that concerns will be listened to and appropriately addressed regardless of the person's job role or personal background / characteristics.
- Escalating and reporting issues to the FTSUG and FTSUA in a timely manner, and in particular reporting serious issues such as those with legal, safety, safeguarding, or clinical practice issues.
- Supporting the Freedom to Speak Up team in providing feedback to staff on the outcome of investigations into the concerns they have raised.
- Work with staff and the Freedom to Speak Up team to uphold the confidentiality of concerns raised, in accordance with the wishes of the staff.

Quality and Attributes

Key Skills:

- Must be able to demonstrate behaviours consistent with the Trust's behavioural standards, its values, and key priorities.
- Commitment to supporting equality, diversity, and inclusion.
- Good time management skills to balance the role with their existing role.
- Able to show and demonstrate an empathetic approach.
- The ability to remain non-judgmental when presented with information.
- Able to build trust and rapport with pace and authenticity.

- Passionate about patient safety & staff well-being and helping to create a culture of openness and transparency.
- Can demonstrate a sound understanding and application of Speaking Up within teams and services.
- Excellent communication skills.
- Personal resilience.
- To be inquisitive / curious and carry out the role with integrity and the utmost professionalism.

Uphold the Freedom To Speak Up Values

- **Courage** ... speaking truthfully and challenging appropriately.
- **Impartiality** ... remaining objective and unbiased.
- **Empathy** ... listening well and acting with sensitivity.
- **Learning** ... seeking and providing feedback and looking for opportunities to improve.

Additional Information

- This role is voluntary and will be undertaken in addition to an individual's existing substantive role in the Trust.
- Ring fenced time will be supported by managers to enable FTSU Ambassadors liaise with staff.
- Completion of E Learning Training will be required.
- Guidance and support will be provided by the Trusts FTSUG and FTSUA.
- Attendance at Bi-Monthly meetings to share best practice.