

# Terms of Reference for RVC's Dignity at Work and Study Ambassadors

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## The role and remit of the ambassadors

Dignity at Work and Study Ambassadors are members of staff from different parts of RVC, who have been trained to offer support to both staff and students. As a result of their role and remit, the Ambassador may take the

10. The ambassador must not: judge whether a case is bullying or harassment, or anyone's 'guilt'; make decisions for others; provide counselling .

Do's and do not's

<b>Ambassador will</b>	<b>Ambassador will not</b>
meet people in a private, comfortable environment where a proper conversation can be held	hold meetings along the corridors or an open plan office
listen to what someone has to say and provide options	give advice
deal with	



2. Ability to feel and show empathy to others
3. Commitment to principles of inclusion and diversity
4. Experience of dealing effectively with sensitive issues
5. Experience of dealing with people in emotional situations
6. Ability to maintain appropriate confidentiality
7. Ability to understand policies and procedures relevant to the role