

Core brief

Introduction

This issue brings staff information on awareness sessions on the new Once for Scotland Workforce policies and we are seeking expressions of interest for confidential contacts.

NHS Scotland Workforce Policies – Awareness Session

From 1st March 2020, a number of our policies are changing. These will be replaced by the new Once for Scotland Workforce policies.

We are running a number of Awareness Raising Sessions for Managers in the lead up to the Go Live date of 1 March – you can book to attend through the following link: [management awareness sessions](#).

The Once for Scotland Workforce policies are **person-centred** and will be applied using the NHSScotland values:

- care and compassion
- dignity and respect
- openness, honesty and responsibility
- quality and teamwork

Over the past year, NHSScotland employers, trade unions and the Scottish Government have worked together to agree a core set of modernised workforce policies and associated supporting documents. The first phase of implementation includes the following policies:

- Attendance
- Bullying and Harassment
- Capability
- Conduct
- Grievance
- Workforce Policies Investigation Process

The policies promote the use of early resolution, all parties establishing and encouraging open and honest communication and adopting a supportive approach by proactively communicating with and offering support to employees who are involved in any process as part of a workforce policy.

A new website has been developed to host the refreshed policies. The policies can be accessed anywhere, at any time and on any device (mobile, laptop, desktop) at <https://workforce.nhs.scot> or through the link at HR Connect.

Seeking Expressions of Interest - Confidential Contacts

NHS Greater Glasgow and Clyde are seeking expressions of interests from individuals who are interested in becoming a confidential contact.

The role of confidential contact is to provide informal signposting and support to employees who perceive that they are being bullied, harassed or victimised at work, or have been accused of demonstrating bullying and harassing behaviours. They provide a listening ear, information about the bullying and harassment policy and procedures, and signposting to other more formal sources of support.

The role is in addition to a person's substantive post. It does not attract any financial reward, however, it is potentially very rewarding and may present opportunities for professional and personal development for those who take it on.

The contacts will have received training to enable them to support employees appropriately.

To fulfil the role effectively, confidential contacts require the following skills, knowledge and values:

- Should have worked for the organisation for at least 12 months to ensure a degree of familiarity with workings of the organisation.
- Have a genuine interest in the issues of dignity at work, bullying and harassment and be motivated to enhance their knowledge in this area.
- Be approachable, confidential and sensitive to the needs of staff who may be seeking support or information.
- Be non-judgemental – it is important to remember that they may need to offer support to those accused of being a perpetrator as well as victims.
- Be clear about boundaries, particularly in terms of where their role as a confidential contact ends and where a more formal approach is required.
- Be willing to participate in training and supervision where required.

If you would like to find out more, or would like to express an interest in becoming a confidential contact please email Morag Kinnear, HR Support and Advice Unit Manager at Morag.Kinnear@ggc.scot.nhs.uk.

Are your contact details up-to-date? [Click here to check](#)