

Active Bystander Role Description

Do you want to work where everyone feels they belong, feels safe to contribute their best and be heard?

Do you want to be part of a movement for change where we all support a compassionate, civil and respectful working culture?

We believe that everyone should feel happy at work and unfortunately we know from staff surveys that many people still endure unacceptable behaviours such as bullying and harassment.

We are looking for passionate people who share our vision to create a community of active bystanders to confidently intervene at an early stage preventing harmful behaviours from escalating in our workplaces. If you would like to gain the skills, knowledge and confidence to do this in your workplace read our role description below for more information.

1. What is an 'Active Bystander'?

An Active Bystander is someone who intervenes when they observe and identify unacceptable behaviour being displayed by others. Active Bystanders intervene when unacceptable behaviour has been tolerated because others might feel uncomfortable or unsure how to challenge this behaviour themselves.

An Active Bystander role is not about being responsible for resolving serious workplace conflicts or replacing the existing organisational people services functions. We will explore this in greater detail as you develop your understanding on the programme.

2. How will this programme help you to become an Active Bystander?

Our Active Bystander training will give you the confidence and skills to intervene in a situation (when it is physically and psychologically safe to do so) when a patient, person who draws on our support¹ or a member of staff is not being treated in a civil and respectful manner.

The aim of the programme is to create a network of informed active bystanders able to prevent negative behaviours from escalating and who can facilitate learning at an individual and organisational level. This will contribute to improving the health and wellbeing our staff, patients and people drawing on support to grow a culture of civility and respect.

3. Who can be an Active Bystander?

Anyone who is passionate about making a difference and being part of our journey to create a great culture where we all feel safe to come to work and be our best selves can become an Active Bystander. An Active Bystander has the following attributes or is willing to work towards developing in these areas:

¹ We use the term 'people drawing on support' to replace the term 'service user' or 'patient' where a person or people drawing on support might prefer this term to describe themselves.

- Role models compassion by having positive intentions and creating a working environment that shows genuine care and concern for others
- Role models inclusive behaviours with the purpose of being able to observe and interpret situations through different cultural lenses
- Has a strong self-awareness about their own values, beliefs and biases and be able to flex and adapt to promote positive behaviours that contribute to an inclusive culture
- Has the ability to connect with colleagues who form the wider Active Bystander Community of Practice, even those who think and work differently, and who may have totally different motivators
- Values individuals:
 - Treats people as individuals
 - Treats others with dignity and respect
 - Shows respect for the ideas and views of others
 - Recognises the value of different working styles and skills
- Champions Diversity:
 - Acts as a role model for ethical, empathic and morally courageous behaviour
 - Recognises inappropriate behaviour and takes decisive action
 - Challenges attitudes and behaviours that do not align to our values of equality, diversity and inclusion (EDI)
 - Constructively questions current practices with equality, diversity and inclusion in mind
 - Demonstrates awareness and knowledge of equalities and human rights legislation
 - Ensures others understand what is acceptable behaviour
- Is willing to confront bad behaviour in situations where social norms push us towards silence or to develop the ability to resist social pressures
- Be willing to role model exemplary inclusive behaviours and practice the competencies gained through training in their day to day work environment to actively improve the culture across the Leicester, Leicestershire and Rutland Health and Social Care system

4. What are the benefits of becoming an Active Bystander?

Some of the benefits for you will be:

- An opportunity for personal and professional development
- An opportunity to grow your confidence and skills to make a positive difference in your workplace
- An opportunity to learn and share your own learning with others

- Joining a community of people who all want to make change for the better happen

Some of the benefits for your organisation will be:

- Active Bystanders intervene before unacceptable behaviours escalate and when it is safe to do so
- An opportunity for positive workplace culture transformation led by individuals and teams
- Growing a network of Active Bystanders who role model civility and respect in the workplace

5. What are the Requirements of the Role?

Active Bystanders will require support from their line manager to be released to attend and participate fully in the training programme. The Active Bystander Programme team will engage with the Active Bystander's internal sponsors to ensure they are supported by their organisation in the role.

Active bystanders need to complete an expression of interest form, attend a day and a half of training workshops, actively use the opportunity to reflect on their learning in their programme workbook, complete all pre-set reading material and attend 6 action learning sets for their cohort.

The commitment over 6 months is:

- Core contact training time in work hours: 11 hours
- Action Learning sets in work hours: 9 hours
- Handbook and self-directed learning: 48 hours
- Ad hoc time released to undertake the role as an Active Bystander within their regular role
- Ad Hoc time for coffee catch ups, a quarterly meeting and continuous learning through community of practice updates in the form of emails

6. Further Support and Community of Practice

Active Bystanders will be supported through the training programme and beyond by the Active Bystander Programme team on an advisory basis, but it should be clear that their first line of support will be through their organisation's internal sponsor and their organisation's established policies, procedures and health and wellbeing functions.

The Active Bystander Programme Team will support the development of a community of practice, coffee catch ups and events for sharing learning and celebration of success. The team will also facilitate the opportunity for Active Bystanders to access coaching and mentoring.

As this programme is a pilot, all learning will be collated anonymously in an evaluation paper which will be shared with key stakeholders, including our LLR Integrated Care System leads, regional and national NHS England and Improvement leads.