Emergency Department Inclusion and Civility Champion - Role Profile

Role Overview:
The Inclusion and Civility Champion is responsible for driving and supporting initiatives related to tackling bullying and harassment, and supporting equality, diversity, and inclusion within the Emergency Department. They collaborate with colleagues, patients, and external stakeholders to create an inclusive environment that values diversity and ensures equitable access to healthcare services.

Key Responsibilities:

1. Advocacy and Awareness:
    - Promote awareness to create a culture where staff feel supported, valued and respected and follow EDI principles and policies among staff, patients, and visitors.
    - Advocate for fair treatment, respect, and dignity for all individuals, regardless of their background.

2. Policy Implementation:
    - Work closely with departmental leaders tackling the 'organisational climate' which encourages, allows or colludes in bullying or harassment.
    - Help to implement EDI policies and guidelines.
    - Monitor compliance with relevant legislation and NHS standards.

3. Training and Education:
    - Organise training sessions on relevant topics, including unconscious bias, cultural competence, and disability awareness.
    - Support staff in understanding and addressing bullying and harassment challenges, including from an EDI perspective.

4. Data Analysis:
    - Collect and analyse data related to workforce diversity, patient demographics, and health outcomes.
    - Identify disparities and recommend strategies for improvement.

5. Collaboration:
    - Collaborate with other departments, community organisations, and patient groups to foster inclusivity.
    - Participate in civility and EDI networks and forums.

6. Promoting Inclusive Practices:
    - Encourage the use of inclusive language and practices within the department.
    - Ensure accessible communication for patients with diverse needs.

Excellence in Emergency Care

Incorporated by Royal Charter, 2008   VAT Reg. No. 173205823
Registered Charity Number: 1122689   Scottish Charity Number: SC044373

Person Specification:

Essential Qualities and Skills:

1.   Passion for building and supporting inclusive cultures
2.   EDI: Demonstrates a genuine commitment to and knowledge of promoting equality, diversity, and inclusion.
3.   Excellent Communication: Effective verbal and written communication skills to engage with diverse audiences.
4.   Empathy: Understands the experiences and challenges faced by different groups.
5.   Analytical Thinking: Ability to interpret data and identify trends.
6.   Collaborative Approach: Works well within a team and across disciplines.
7.   Adaptability: Responds positively to change and new ideas.

Desirable Qualities:

1.   Knowledge of NHS Policies: Familiarity with NHS EDI policies and guidelines and those relating to civility and respect.
2.   Experience in Healthcare: Previous experience in a healthcare setting is advantageous.
3.   Networking Skills: Ability to build relationships with external partners.