

Dignity at Work Support Officers

The list below contains the details of our Dignity at Work Support Officers by Service Area.

Please note that you are free to seek support from a Dignity at Work Support Officer in any service area depending on your personal preference.

Adult Health & Social Care	
Joanne O'Neil	oneiljo@northlan.gov.uk
Yvonne Stewart	stewarty@northlan.gov.uk
Chief Executive's Office	
Audrey Cameron	cameronau@northlan.gov.uk
Alison Plunkett	plunketta@northlan.gov.uk
Education & Families	
Liz Egan	nlegane@northlan.org.uk
Susan Kelly	nlkellys4@northlan.org.uk
Louise Swan	swanlo@northlan.gov.uk
Enterprise & Communities	
Lynsey Downie	downiel@northlan.gov.uk
Caroline McDaide	mcdaidec@northlan.gov.uk
Ian Russell	russelli@northlan.gov.uk
Graeme Semple	semplegr@northlan.gov.uk

Please review the following information on the role of a Dignity at Work Support Officer and the Confidentiality Disclaimer prior to initiating contact with a Dignity at Work Support Officer.

Role of a Dignity at Work Support Officer

The role of the Dignity at Work Support Officer is to provide support such as:

- Listening effectively to an individual's concerns and using effective questioning skills to explore the issues and help an individual to reflect on the problems that they believe they are experiencing.
- Providing full, clear and accurate information on the action that an employee can take under the Council's Dignity at Work policy and procedures and signposting to other policies as appropriate. Queries in relation to policy and procedure can be directed to the [Employment & Policy Team](#).
- Helping an individual to understand the courses of action open to them and the practicalities involved in progressing each course of action.
- Signposting to appropriate sources of support – both internal and external.

If the individual wishes to attempt an informal resolution, a Dignity at Work Support Officer can:

- Explain the informal procedures.
- Help them to think about how they might approach the other party and a form of words to address their concerns.

If the individual wishes to make a formal complaint, a Dignity at Work Support Officer can:

- Explain the formal procedures.
- Help them to think about how they would prepare a complaint.

A Dignity at Work Support Officer does not:

- Decide or give a view about whether the behaviour constitutes bullying, harassment or victimisation.
- Give legal advice.
- Offer ongoing emotional support.
- Act as a representative if the employee decides to take formal action – they may however accompany individuals to meetings in a supportive capacity. This means that they are there for support and cannot speak on the employee's behalf.
- Write letters or initiate contact with the subject of the complaint on an employee's behalf.
- Facilitate restorative meetings between an employee and the subject of their complaint.

Confidentiality Disclaimer

Dignity at Work Support Officers are aware of the requirement for confidentiality to be maintained during the Dignity at Work process and the standards required in terms of privacy.

It is intended that interactions with Dignity at Work Support officers will be treated confidentially. However, it must be recognised that in some cases it is not always possible to preserve total confidentiality, for instance:

- An individual is at serious and urgent risk of harm, abuse, or neglect.
- An individual actions may have caused or are likely to cause harm to someone else.
- An individual actions may have an adverse effect on the work or reputation of North Lanarkshire Council.
- A serious crime may have been committed or reporting your concern could prevent a crime and such the police would need to be informed.

In the circumstances where a Support Officer considers that confidentiality cannot be maintained for the reasons outlined above then they would seek the advice of the [Employment & Policy Team](#) or a relevant senior manager.

If, in such a situation, the council can no longer preserve total confidentiality, the individuals concerned will be advised of that fact and the reason why. Further advice can be sought from the Employment & Policy Team.