



Office of the Ombudsman for UN Funds and Programmes

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### **Respectful Workplace Facilitators (RWF) Terms of Reference**

The United Nations recognizes the right of every staff to be treated fairly, with respect and dignity and to work in a respectful workplace free of harassment, discrimination and intimidation. To support this policy, the Office of the Ombudsman for UN Funds and Programmes has set up an informal avenue of assistance called the Respectful Workplace Facilitator (RWF) Programme.

RWF's are a network of peer volunteers in the organization country offices and headquarters. RWF's are nominated by staff in their offices, and serve a four-year term. The goal of the RWF is to help colleagues help themselves by listening and providing problem-solving guidance in confidence. The Programme is managed by the Office of the Ombudsman for UN Funds and Programmes.

#### **The role of the RWF is to:**

1. Provide an informal, confidential, trustworthy and readily accessible source of early assistance for staff with questions or concerns regarding a respectful workplace or who want information about where to seek assistance. Issues might include interpersonal conflicts, unfair treatment, harassment, disrespectful and unethical behaviours, employment or performance, misconduct and other workplace stresses; and
2. Brief management on general respectful workplace trends while maintaining confidentiality.
3. Time allocated to RWF duties is not expected to exceed three (3) hours per week. In fulfilling their role, the responsibilities of RWFs are to:
  - Serve as a confidential sounding board for staff;
  - Listen and help colleagues assess their situations and think through their options;
  - Help colleagues help themselves by listening and providing problem-solving guidance in confidence;
  - Coach colleagues in conflict resolution skills, when appropriate, to enable them to help themselves in the future;
  - Guide colleagues to appropriate institutional sources of information and support, including the Internal Justice System;
  - Provide colleagues with information about relevant policies and procedures;
  - Model the United Nations Code of conduct and other organisational statements of standards and values
  - Ensure colleagues understand how to confidentially contact them;
  - Respond to requests for assistance promptly;



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- Meet with the Country Manager/Representative periodically to discuss trends and the general office environment without providing information about specific cases or divulging the names of staff involved;
- Give periodic presentations to all staff in the Office/unit as well as briefings to new staff on their RWF role;
- Send quarterly confidential Activity Forms to the Ombudsman Office on the types of issues brought to their attention with no information that could identify a staff member in order to safeguard absolute confidentiality
- RWFs DO NOT intervene, investigate, mediate or participate in resolving issues. They do not represent staff or carry a staff members' issue to a higher authority. They do not choose a course of action for staff members.

At all times RWFs must follow the RWF Standard of practice by being: confidential, respectful, ethical, informal, trustworthy, independent, and impartial.