Office of the Ombudsman
for United Nations Funds and Programmes

Respectful Workplace Facilitators (RWF) Terms of Reference

The United Nations recognizes the right of all personnel 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 UNDP, UNFPA, UNICEF, UNOPS and UN Women established an informal avenue of assistance called the Respectful Workplace Facilitators (RWF) Programme.

RWF's are a network of peer volunteers in the organization country, regional and Headquarters offices. RWF's are nominated by personnel 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 and administered by the Office of the Ombudsman for UNDP, UNFPA, UNICEF, UNOPS and UN Women.

The role of the RWF is to:

1. Provide an informal, confidential, trustworthy and readily accessible source of early assistance for personnel with questions or workplace concerns or who want information about organizational resources. Issues might include interpersonal conflicts, unfair treatment, harassment, disrespectful and unethical behaviors, employment or performance, misconduct and other workplace stresses; and

2. Periodically brief management on general respectful workplace trends while maintaining strict 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:

- Model the United Nations Code of conduct and other organizational statements of standards and values;
- Listen and help colleagues assess their situations and think through their options;
- Serve as a confidential sounding board for personnel;
- 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;
- Refer colleagues to information about relevant policies and procedures;
- Guide colleagues to appropriate institutional sources of information and support, including the Internal Justice System;
- Ensure colleagues understand how to confidentially contact them;
- Respond to requests for assistance promptly;

- 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 personnel involved;
- Give periodic presentations to all staff in the Office/unit as well as briefings to new personnel on their RWF role;
- Regularly and promptly update the confidential Activity Log to the Ombudsman Office on the types of issues brought to their attention with no information identifying details to safeguard absolute confidentiality;
- RWFs DO NOT intervene, investigate, mediate, or participate in resolving issues. They do not represent personnel or carry personnel issue(s) to a higher authority. They do not choose a course of action for personnel.

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