



Role Descriptors: Qualities that Dignity Champions should aim to demonstrate

Key aims for Dignity Champions:

To pledge to:

- Stand up and challenge disrespectful behaviour rather than just tolerate it
- Act as a good role model by treating other people with respect particularly those who are less able to stand up for themselves
- Speak up about dignity to improve the way that services are organised and delivered
- Influence and inform colleagues
- Listen to and understand the views and experiences of citizens.

Purpose of Dignity Champions:

- Ensure everyone regardless of age, using health and social care services, in any setting, has their basic human rights upheld in a respectful and dignified manner
- Make sure dignity and respect is at the heart of everyday practice and isn't an addition to it
- Treat everyone as a unique individual
- Promote personal choice
- Promote independence, well-being and quality of care/life
- Empower people
- Make time to listen
- Challenge discriminatory attitudes, behaviours and assumptions.

Personal qualities that Dignity Champions should exhibit:

- Show respect for people
- Confidence
- Patience
- Good communicator which includes being a good listener
- Empathic
- Understanding, caring and compassionate
- Honest
- Willing to get involved in discussion
- Sense of humour
- Non-judgemental
- Approachable
- Motivated
- Assertive but not aggressive
- Open
- Receptive to change
- Have a commitment to learn and develop
- Leadership – not necessarily be in a leader role, but lead by example
- Relate to others in a collaborative way.

Tasks/ways of behaving that Dignity Champions should demonstrate:

- Treat others as you would expect to be treated yourself
- Make sure rights of individuals are respected and protected at all times
- Take an active role
- See what is going on
- Act as an advocate
- Communicate effectively with individuals
- Treat everyone as a unique individual
- Make sure privacy is respected
- Recognise good practice and challenge bad practice
- Think about everything you do, before and afterwards
- Help dispel prejudices
- Be prepared to report concerns
- Take advantage of any training that may be on offer and accessible, especially where this is about safeguarding.

For those who are working in paid roles the following points may also be useful:

By offering these additional points it is not intended to imply that those who are not paid should not consider these ideas, but it is rather to acknowledge that there may be greater demands that can be made on those who are in paid roles.

Purpose:

- Promote the understanding of person-centred planning and personal choice
- Promote independence, well-being and quality of care/life
- Raise safeguarding issues when necessary
- Act as an educator and offering guidance and training whenever possible.

Qualities:

- Displays initiative
- Self-aware and emotionally intelligent
- To be able to acknowledge and respond to constructive criticism
- Ability to see beyond the task and routine and to understand individual needs and wants.

Duties:

- Lead by example and be prepared to nurture colleagues
- Communicate effectively with family members and friends as well as other professionals
- Involve people being supported in their own care
- Enable positive risk tasking
- Gather and provide information to people
- Respect the needs of families, carers and friends of people who access services.
- Be prepared to whistle blow and report safeguarding issues whenever necessary
- Ensure effectiveness – does what you do make a difference
- Be professional
- Work hard to change unacceptable cultures - promote establish a positive culture
- Display leadership and have a knowledgeable attitude
- Continue with relevant and appropriate training/ activities which develop your knowledge and experience.
- Influence and inform colleagues on the Dignity Challenges and their implementation.