

## Role of the Discrimination and Harassment Contact Officers

### A JCU Discrimination and Harassment Contact Officer will:

Have good communication and interpersonal skills including the ability to listen without prejudice, relate to a diverse range of students and staff and build confidence, trust and rapport with others
Assist staff or students clarify whether the behaviour constitutes discrimination, harassment or bullying, as defined in relevant University policy and legislation
Assist staff or students clarify the outcome/s they are seeking to the problem and provide information and/or referral to informal and formal resolution processes available
Provide staff or students with copies of the relevant University policies and procedures and the options available in those documents, including taking no further action
Refer staff or students to other support and advocacy services available on-campus such as Human Resources, Student Association, Student Wellbeing Counselling, Staff Counselling
Provide information about external agencies providing advocacy and / or complaint services for students or staff experiencing discrimination, harassment or bullying
Be discreet and maintain confidentiality of the issues raised by persons seeking advice, with the following exception: the Manager, Equity and Student Engagement or the Manager, Equity and Diversity must be notified if the Discrimination and Harassment Contact Officer believes a client may be in danger or potentially endanger someone else, or if they believe the issue is one that warrants referral
Liaise with the Manager, Equity and Student Engagement or Manager, Equity and Diversity for guidance as required and to initiate referral or other complaints management action as appropriate
As requested by Staff Equity and Diversity and OH&S, compile, maintain and submit summaries of inquiries for monitoring, in order that accurate equity and OH&S data is available to the University
Attend appropriate training and apply acquired knowledge and skills to use in supporting University staff with discrimination, harassment and bullying issues and inquiries.
Be available to attend Contact Officer Network meetings and actively contribute to the Network
Assist with raising awareness in the University community about University policies and procedures in relation to discrimination, sexual harassment and workplace harassment and grievance procedures
Provide information about external agencies providing advocacy and / or complaint services for students or staff experiencing discrimination, harassment or bullying.

**A JCU Discrimination and Harassment Contact Officer will not:**

Engage in advocacy on behalf of an individual
Offer services as an advisor for matters other than discrimination and harassment
Become involved in the grievance resolution process other than as described in the role description
Act as the Contact Officer in situations where there may be a conflict of interest. In such instances clients are to be referred back to the Contact Officer pool or another appropriate area