



Role description confidential advisors

The confidential advisor acts as a point of contact to whom problems of a psychosocial nature can be reported **confidentially**. Possible themes include stress, sexual harassment, conflicts, seriously troubled employee relationships, aggression and so on.

A confidential advisor is open to people sharing their problems with them and tries to help the employees concerned understand and gain insight into the issue at hand. The confidential advisor makes sure the employees know where they stand and that they can take a more confident stance. On the one hand, you achieve this by providing them with **information** and **advice**, on the other hand, you try and reconcile the parties insofar as both parties agree or, you involve a competent manager, after obtaining the agreement of the person involved.

You **distinguish** between work-related reports which, with the agreement of the colleague concerned, you can refer to the competent manager(s), and reports relating to the individual. In the latter case, in your capacity as a confidential advisor, you primarily help increase your colleagues' awareness, so they learn to deal with the situation themselves. In the event of a serious problem, you refer the person concerned to specialist support.

A confidential advisor's duties:

- You handle all reports **confidentially**;
- You **listen** to the person's account;
- You **guide** your colleague towards the most appropriate outcome for the person and situation concerned;
- You **refer** them if the issue is beyond your competence;
- Always **refer** the employee to the **prevention adviser for psychosocial aspects** if the person is considering submitting a **formal** complaint.

How do you select the right **confidential advisor**?

- Ideally, a confidential advisor has sufficient knowledge of the organisation and its problem-solving capabilities. This assumes a **minimum degree of seniority**, allowing **basic trust** to have already been built up.
- A confidential advisor benefits from **sufficient respect** from colleagues and management, which assumes:
 - A certain familiarity
 - The person exudes a sense of trust and credibility
 - Loyalty to the interests of each party
 - Minimum respect/support from colleagues and management.
- **Neutrality and multidirectional partiality.** A confidential advisor is an honest and friendly person who can establish contact with any employee.
- A confidential advisor can ensure a **good work-life balance**. You can answer urgent calls calmly and realistically, without exceeding your limits.

Who cannot take on a role of confidential advisor?

- An employer or employee representative on the Works Council or the Committee for Prevention and Protection at Work
- A member of the trade union delegation
- A candidate employee representative
- Managerial staff (read: persons in charge of day-to-day management authorised to represent the employer)

Preconditions for candidates

- You are easily accessible and can make time to take on the role of confidential advisor alongside your normal job.
- As a confidential advisor, you work with the Prevention Adviser for Psychosocial Aspects, the Internal Prevention Adviser and fellow confidential advisors, always respecting professional confidentiality.
- As a confidential advisor, you are an operational member of the internal service for prevention and protection at work.

What should an employer take into account?

- The training and associated costs are borne by the employer.
- A confidential advisor needs to have a suitable room available to hold conversations discreetly and confidentially.
- A confidential advisor must be able to act autonomously and must not be disadvantaged by being a confidential advisor.