

Role Description - Schwartz Round Facilitator

5-6 hours per month

Schwartz Rounds provide a structured forum where all staff, clinical and non-clinical, come together regularly to discuss the emotional and social aspects of working in healthcare. The Schwartz Rounds are led by facilitators who are trained by The Point of Care Foundation. The Schwartz Round Facilitator role is outline below.

The role	<p>The facilitator undertakes a very skilled role, so it helps if they have experience of working with groups and managing difficult emotions. Often people with psychological or social work backgrounds suit this role.</p> <p>They will also need to have good knowledge of staff experience issues, the structure and the culture of the organisation.</p>
Time	<p>The facilitator role requires approximately 5-6 hours of work per month. This includes time taken (c. 2 hours) in preparing the three or four panellists who start the Round by telling their stories, running the Round itself including checking in with the panellists before the Round and de-briefing them afterwards (2 hours) as well as attending the monthly steering group meetings (1.5 hours).</p>
Responsibilities	<ul style="list-style-type: none"> • To help panellists prepare their stories • To help panellists and the audience share personal experiences in a public setting • To ensure the Round is safe, confidential and given workable boundaries • To open up a reflective discussion and attend to emotional aspects of care • To help move away from the audience's natural desire to problem-solve • To draw out meaning and themes underlying the stories • To feel comfortable with silence • To confidently manage challenge and uncertainty that can arise • To maintain a neutral, curious and compassionate position.

Role Description - Schwartz Round Clinical Lead

4 hours per month

Schwartz Rounds provide a structured forum where all staff, clinical and non-clinical, come together regularly to discuss the emotional and social aspects of working in healthcare. The Schwartz Rounds are led by Clinical Leads who are trained by The Point of Care Foundation. The Schwartz Round Clinical Lead role is outline below.

The role	The clinical lead plays an important symbolic role, demonstrating the importance of attending to the emotional impact of care to the medical or clinical community. It helps if the clinical lead is a respected senior member of staff, with experience of working in pressured clinical settings (they will use this experience to engage the medical community at various levels and share their own experiences). The clinical lead works closely with the facilitator and undertakes a skilled co-facilitation role. It helps if they have some group work experience and an interest in staff experience.
Time	The clinical lead role requires approximately 4-5 hours a month. This attending the steering group meeting and introducing and in some instances co-facilitating the Round itself.
Responsibilities	<ul style="list-style-type: none"> • To co-facilitate the Rounds and ensure that they are run in accordance with the Schwartz model • To draw on personal clinical experiences and demonstrate a reflective stance • To champion the Rounds and represent them at senior levels in the organisation • To remain neutral and compassionate when faced with controversy in the Round.

Role Description - Schwartz Round Administrator

5-6 hours per month

Schwartz Rounds provide a structured forum where all staff, clinical and non-clinical, come together regularly to discuss the emotional and social aspects of working in healthcare. Schwartz Rounds require substantial organisation and administrative input, which should be undertaken by a member of staff within the host organisation. The Schwartz Round Administrator role is outline below.

The role	<p>The administrator plays an important organisational role, so they will need to be efficient.</p> <p>It helps if they have a genuine interest in staff experience and take ownership of the Schwartz Rounds. The smooth running of Rounds is important to them becoming embedded in the organisation.</p>
Time	<p>The administrator role requires approximately 5-6 hours per month.</p> <p>This time is taken up primarily by preparing for the Rounds, helping to collate data from the feedback forms and organising the steering group.</p>
Responsibilities	<ul style="list-style-type: none"> • The administrator works closely with the facilitator, clinical lead and steering group. Their keys roles are: • To enable the efficient running of rounds • To book rooms and organise the lunch • To liaise with communications team about promoting the Rounds • To co-ordinate steering group meetings and write up minutes • To ensure the paperwork is ready for each Round • To ensure that only staff attend and that they sign the confidentiality agreement • To collect feedback sheets after each Round • To enter the feedback into a database and help to populate a report. • To support with the virtual functionality of online Rounds using platforms such as MS Teams or Zoom. • Take bookings, send links to join, monitoring the chat function and icons. • Supporting facilitators with the management of online Rounds. • Ensuring evaluation links are sent in the chat or via polling during the online session.

Role Description - Schwartz Round Steering Group Member

2-3 hours per month

Schwartz Rounds provide a structured forum where all staff, clinical and non-clinical, come together regularly to discuss the emotional and social aspects of working in healthcare. The steering group are an important resource in establishing and maintaining a successful a Schwartz Round programme in an organisation. Setting up the steering group is often the first stage of getting multi-disciplinary and organisational support for Schwartz Rounds. The steering group member role is described below.

The role	<p>The steering group are 8-12 staff from multiple clinical and non-clinical disciplines. The steering group may be smaller depending on the size of the organisation.</p> <p>In a hospital setting, it helps if the group represent a wide number of departments within the organisation and come from senior and junior positions. Examples include: directors of nursing, medical director, chaplaincy, representatives from general and operational management, lead for patient experience, lead for risk management, facilities manager, heads of some medical specialities (cardiology, orthopaedics, oncology etc), head of facilities, housekeeping, representatives from junior medicine, junior nurses, marketing and communication specialists, and human resource managers.</p> <p>The steering group will help to champion the Rounds, find panellists and recruit audience members, so having well connected steering group members is useful.</p>
Time	<p>Each steering group member requires approximately 2-3 hours per month.</p> <p>This time is taken up primarily with identifying panellists, and by attending a monthly meeting, and the Round itself.</p>
Responsibilities	<ul style="list-style-type: none"> • To raise the profile of Rounds • To share ownership of the Rounds • To attend monthly steering group meetings • To help find cases and panellists • To support the facilitator and clinical lead in their roles • debriefing the Round with the clinical lead and facilitator • To offer contributions in the Rounds to help encourage the discussion, and be available if challenging issues arise • To ensure that Schwartz Rounds remain relevant over time.