

Schwartz South Project Role Descriptions

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 Rounds Leads who are trained by The Point of Care Foundation.

Schwartz Round – Rounds Lead

1-1.5 days per month

The Role The Rounds 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 Rounds 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 Rounds Lead works closely with the Facilitator(s) and undertakes a skilled co-facilitation role. It helps if they have some group work experience and an interest in staff experience.

Time The Rounds Lead role requires approximately half a day a month, but many clinical Leads are also Facilitators so the facilitator work (see below) may also be part of a dual role, hence the additional time commitment.

This time is taken up by finding Panellists/Storytellers, attending the Steering Group meeting, and facilitating the Round itself.

Responsibilities

- Co-facilitate the Rounds and ensure they are run in accordance with the Schwartz model
- Draw on personal experience and demonstrate a reflective stance
- Champion the Rounds and represent them at senior levels in the organisation
- Remain neutral and compassionate when faced with controversy in the Round
- Attend and contribute debrief sessions with the Facilitators, as well as well as Steering Group meetings to review previous and plan future Rounds

In Partnership With

Schwartz Round - Facilitator

1.5 days per month *

The Role 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.

They will also need to have good knowledge of staff experience issues, the structure, and the culture of the organisation.

Time The Facilitator role requires approximately 1.5 days of work per month. *

This time is taken up primarily by panel preparation, as well as Steering Group meetings and the Round itself.

- Responsibilities**
- Help Panellists/Storytellers prepare their stories
 - Help Panellists/Storytellers and the audience share personal experiences in a public setting
 - Ensure the Round is safe, confidential, and given workable boundaries
 - Open a reflective discussion and attend to emotional aspects of care
 - Help move away from the audience's natural desire to problem-solve
 - Draw out meaning and themes underlying the stories
 - Feel comfortable with silence
 - Confidently manage challenge and uncertainty that can arise
 - Maintain a neutral, curious, and compassionate position
 - Support Facilitator reflection and development through providing and receiving constructive feedback following Rounds to engender a continuous learning environment

* This estimation is calculated based on being one of the Facilitators involved in co-facilitating the Round for that month. If the person is not facilitating the Round for that month, then the time for the role reduces to 1 day per month.

Schwartz Round - Administrator

1 day per week *

The Role The Administrator plays an important organisational role, so they will need to be efficient and supportive.

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.

Time The Administrator role requires approximately one day per week. *

This time is taken up primarily by preparing for the Rounds, helping to collate data, and writing up feedback reports.

Responsibilities The Administrator works closely with the Facilitator, Rounds Lead and Steering Group. Their key duties are:

- Enable the efficient running of Rounds
- Book rooms/ organise lunch or set up Zoom rooms and provide technical support when online
- Liaise with communications team, programme leads, school administration and student representatives on promoting the Rounds
- Coordinate Steering Group meetings, write up minutes and monitor the progress of all actions between meetings
- Assist in finding Storytellers and support Facilitators to set up panel preparation and debrief meetings
- Manage administration on Rounds observers including clarifying Observers' role and sharing Rounds online lines/location details
- Maintain the log of Rounds in relation to topic, Panellists/Storytellers, Facilitators, attenders
- Ensure and record students' agreement to the confidentiality statement when registering for the event
- Ensure evaluation feedback by attendees is collected before they leave the room (if face to face) or after the Round (if online)
- Generate system evaluation reports for each Round and circulate to the Facilitators, highlighting any trends and pulling out quotes

* This estimation is calculated based on running 3 Rounds per year and 4 Steering Group meetings per year, see Admin Model for further clarification.

In Partnership With

Schwartz Round - Steering Group Member

0.5 days per month

The Role The Steering Group are 8-12 staff and students from multiple clinical and non- clinical disciplines. The Steering Group may be smaller depending on the size of the organisation.

As the Schwartz Rounds is interprofessional, it helps if the group represent a wide number of healthcare programmes within the organisation. Examples include: medicine, clinical psychology, dentistry, nursing, occupational therapy, physiotherapy, diagnostic radiography, therapy radiography, physician associates and orthoptics.

The Steering Group will help to champion the Rounds, find Panellists/Storytellers, and recruit audience members, so having well connected Steering Group members is useful.

Time Each Steering Group member requires approximately half a day per month.

This time is taken up primarily by attending a monthly meeting and the Round itself (in observational capacity, if Student Round).

Responsibilities

- Raise the profile of Rounds among staff/student networks, through presentations and discussions about Rounds
- Share ownership of the Rounds with the Facilitators, both symbolically and practically by taking on tasks
- Attend quarterly Steering Group meetings
- Attend Rounds if possible (in observational capacity if Student Rounds)
- Help find cases and Panellists/Storytellers
- Support the Facilitator and Rounds Lead in their roles
- Review the Round with the Rounds Lead and Facilitator in Steering Group meetings
- Help Facilitators debrief after the Round (if required) and be available for discussion if challenging issues arise
- Ensure that Schwartz Rounds remain relevant over time
- Provide support and feedback to Facilitators where possible

In Partnership With

Schwartz Round – Panellist/Storyteller

4 hours per Round

The Role The Panellist/Storyteller role is to tell a story for up to five minutes, uninterrupted, on a pre-agreed theme for that Round.

Time The Panellist/Storyteller role requires approximately 4 hours per Round when they are a panel member for that Round.

This time is taken up primarily by preparing their story and attending the Round.

Responsibilities The Panellist/Storyteller works closely with the Facilitators. Their key duties are:

- Identify and reflect upon possible stories for the Round
- Attend a panel preparation meeting with the Facilitator(s)
- Craft and rehearse the chosen story in terms of its emotional focus
- Attend the Round as a panel member
- Provide feedback after the Round about their experience as a Panellist/Storyteller, so we can continue to learn about how to best support panellists
- Meet with Facilitators for debrief after the Round

In Partnership With