

**Profile of the Confidante**  
**Stichting Hogeschool Zeeland**

**1. Introduction**

Depending on the nature and seriousness of the report, the Confidante should deploy those qualities and characteristics that are necessary to efficiently and effectively process the report.

These span a broad spectrum where the extremes are opposites of each other.

Having consideration for the ultimate resolution of reports: helicopter perspective	Having consideration for the details of reports and circumstances
<b>Maintaining distance from the case: being able to keep a professional distance from the topic of conversation and the conversation partner</b>	Engagement and capacity to listen: towards the topic of conversation and the conversation partner
<b>Taking an objective approach to third parties in the role of Confidante: the Confidante must show resilience against the pressure of third parties</b>	Being approachable to everyone within the organisation
<b>Working independently</b>	Being prepared to undertake intervision and periodic meetings with colleague Confidantes
<b>Dealing with confidential information discretely; respecting privacy</b>	Sharing knowledge to determine facts, make analyses, and formulate recommendations

The Confidante must therefore have a wide range of skills, characteristics, personal qualities, and furthermore the requisite experience for handling reports correctly and adequately.

**2. Profile**

**2.1. general**

A Confidante must meet the following general requirements:

- a) they must be objective;

- b) they must avoid conflicts of interests from arising;
- c) the position of Confidante is not reconcilable with other positions of trust within the HZ (such as dean, mentor, member of the Executive Board);
- d) they must have a sense of organisational and managerial relations, sense of context of reports and experience with complex interhuman relations and behaviour;
- e) they must exercise extreme care in their work, keeping a very close eye on the positions of all stakeholders;
- f) they must have at least a HBO (applied sciences) working and thinking level.

## **2.2. Skills of the Confidante**

The Confidante must have the following skills:

- a) good verbal and written communication skills;
- b) they can adequately communicate with employees, students, or externals at different levels and of different specialties within the organisation;
- c) they have insight into their own actions and the impact those actions have on others;
- d) they are able to honestly, efficiently, and effectively process reports;
- e) they listen actively and promote a constructive course of discussions;
- f) they treat information disclosed to them confidentially;
- g) they have research and investigation skills;
- h) they have a relevant network and are able to expand and maintain that network.

## **2.3. Required experience for performing the duties of the Confidante**

The Confidante must have specific knowledge and experience for the performance of their duties. These must be readily available and maintained. The following is expected of the Confidante:

- a) knowledge of individual and group processes involved in undesirable behaviour or malpractice;
- b) knowledge of the internal organisation structure and culture, and the applicable laws and regulations;
- c) knowledge of referral options and possibilities;
- d) periodically attending relevant training to maintain the level of knowledge and keep it up to date.