



## Connecting care+ Hub Guiding Principles – Workplace

### What are Values?

Values are a set of beliefs or views that people hold about what is right or wrong and reflect a person's sense of what is good or bad.

They can have a strong influence on an individual's attitude and behaviours, acting as a set of guidelines or rules for how to behave in different situations.

Values help to maintain a consistent approach and staff know what is expected in the workplace.

Everyone is responsible for embedding values. Values can only work if they are seen as an integral part of the workplace.

### Workplace Values

Workplace values are the guiding principles that are most important to the employer. These deeply held principles are used to define the right and wrong ways of working and help to inform important decisions and choices.

Workplace values are important as they help to create an identity, culture, belonging and loyalty from staff.

Values help to maintain a consistent approach and ensure everyone knows what is expected of them in their day to day role.

### How should we behave and what should we expect from others?

The challenge to deliver high quality integrated services by adequately trained and developed staff is huge. From analysing skills and attributes of existing and future staff, to recruiting and retaining the right people with the right values, having adequately skilled and qualified staff at both professional and vocational levels, to working across traditional role boundaries.

To meet these workforce challenges, the following Guiding Principles will be adopted:

#### **Work Together; don't undermine each other**

- Staff should be professional and act with integrity at all times

#### **Openness**

- Staff should be open to learning from others and willing to share knowledge and best practice.

**Respect and speak well of each other**

- All staff should treat people with dignity and respect regardless of their culture, religion, age, race, sexual orientation or disability
- Accept and respect people's individuality

**Be professional, especially when things go wrong**

- Staff should be honest and transparent and not afraid to say when they have done something wrong

**Do what we say we will do**

- Staff should take personal responsibility for ensuring they contribute to the provision of excellent, safe, high quality care and support to others

**Speak with candour and courage**

- Workers should have the courage to speak up and challenge others where there are concerns
- The working environment should be such that workers feel safe and confident to raise questions, express concerns, talk about their experiences and make suggestions for service improvement.