# Values and behaviours leaflet for candidates

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| **What we expect to see** | **What we don’t want to see** |
| **Dignity and respect** | |
| You treat everyone with equal respect regardless of their culture, religion, age, race, sexual orientation or disability | You make assumptions about people and treat some people with more respect than others. |
| You spend time listening to people to get to know them and their needs | You ignore people and do not make time to welcome them or to get to know them and their needs |
| You respect people’s right to make their own choices and decisions about how they want to be supported | You do not respect people’s right to make their own decisions. You believe you know what they need better than they do |
| You help people to retain their dignity and respect their privacy when delivering personal care to them | You do not respect people’s dignity and privacy, shouting across rooms and leaving doors open when delivering personal care |
| You communicate with people in a clear, open and straight forward way using appropriate language | You use jargon when communicating with people, and talk to people in a patronising, childlike or inappropriate way |
| You are sensitive to the needs and concerns of families and carers | You are not aware of or interested in the needs and concerns of families and carers |
| **Learning and reflection** | |
| You are committed to learning and to developing yourself in your work, taking up development opportunities when they are offered | You are not interested in developing yourself further or trying new things |
| You reflect on the work that you do and the impact that you have on the people you support | You do not take time to reflect on work that you have done or the impact that you have had on others |
| You accept and reflect on any feedback you are given about your work and learn from the feedback. | You are dismissive and defensive about feedback and do not consider how to use the feedback to change the way in which you work |
| You are honest and transparent and are not afraid to admit when you have made a mistake | You blame others when things go wrong in work and do not admit when you make mistakes |
| You know your own limits and can identify when you need help and support and are feeling stressed by your work | You do not know your own limits and are not willing to ask for support and help when need it |
| **Working together** | |
| You empower and enable people to do things for themselves and to make their own decisions and accept their informed decisions even if they appear unwise | You take control away from people, removing their independence and choice. |
| You offer people a range of realistic options and choices about the support available to them | You do not provide people with any choice or you give people false expectations about the choices and options that are available to them |
| You are committed to working as part of a team and support others in the team | You prefer to work on your own and do not work with or support others in the team |
| You understand and respect that other people have different priorities and needs | You do not respect or understand other’s needs and priorities and are not flexible in the way in which you work with them |
| You involve other professionals and external agencies when you need additional advice or support | You do not share information with or involve and ask for support from other professionals or agencies |
| **Commitment to quality care and support** | |
| You are committed to the work that you do and to the people you support | You resent the work that you do and are not committed to or passionate about it and you let that resentment show |
| You give people your full attention and help people when they need it most | You do not give people your full attention or put them at the heart of what you do – you read the paper or use your phone instead of focussing on them |
| You are warm, kind, reliable, empathetic and compassionate towards the people you support | You are intimidating, patronising, unreliable and you lack compassion towards those you support |
| You are flexible and react calmly to whatever goes on, making changes as necessary | You are reactive and firefight, panicking and losing control when things change |
| You follow agreed procedures and standards in your work and ensure you provide a safe and effective service to others | You ignore procedures and standards and cut corners. You do not take responsibility for ensuring the service you provide is high quality and safe. |
| You identify when the support being provided to others is not safe or good quality and use organisational processes to raise your concerns | You are not prepared to challenge others or to raise your concerns when the support provided to others is poor quality or unsafe |