Safety
Putting safety and wellbeing above everything

- Maintains a safe and secure working environment; supports others in maintaining health, safety and security
- Recognises when things are going wrong in own work area and takes appropriate action
- Identifies how health, safety and security can be improved and takes action to put into effect
- Maintains privacy and ensures confidential information is kept safe and secure
- Ensures self and others are up to date with mandatory training and any essential training in area of work
- Practices hand hygiene and ensures colleagues/ visitors do the same

Communication & Relationships
Communicating effectively with colleagues and service users

- Communicates effectively in a wide variety of contexts about complex matters and ideas and/or in complex situations, always aiming for constructive outcomes
- Uses a range of skills (oral, written, technological) to influence, inspire and champion people and issues
- Listens to the needs of patients, service users and colleagues, treating them with dignity and respect
- Establishes a culture of team work and cooperation through a supportive approach

Quality & Service Improvement
Striving to deliver the very best in all we do

- Develops a culture that improves quality, working effectively in own team and as part of the whole Trust
- Enables others to understand the importance of quality and actively promotes quality in all areas of work
- Identifies and implements improvements in own area of responsibility
- Initiates and takes forward the introduction and maintenance of quality and governance systems and processes across the organisation
- Effectively engages the public, users of services and other interested parties in an open and effective discussion on direction, policies and strategies for the organisation/services
- Evaluates the impact and effectiveness of change and transformation programmes and feeds this information into ongoing improvements
- Continuously monitors and promotes quality and takes effective action to address quality issues and promote quality

Equality and Diversity
Acting in ways that supports, values and promotes equality and diversity

- Respects the needs of patients, service users and colleagues
- Interprets legislation to inform individuals' rights and responsibilities and supports people who need assistance in exercising their rights
- Identifies and highlights methods and processes to resolve complaints as a consequence of unfair and discriminatory practice
- Able to indentify patterns of discrimination and able to take action to overcome discrimination and promote diversity and equality of opportunity and a non-discriminatory culture
- Actively promotes equality and diversity, and expects the same of own team, leading by example
- Actively challenges potential individual and organisational discriminatory practice, always challenging bias, prejudice and intolerance
- Recognises the diverse needs of patients, service users and colleagues; identifies and makes adjustments to ensure a high quality service is provided

Management (for those with line manager responsibility)
Holding ourselves and our team to account

- Takes ownership and is prepared to be held to account for service delivery
- Gives regular feedback to individuals on progress and how to improve performance
- Develops own team and supports others
- Hold self and others to account for delivery of high standards of performance
- Sets stretching and challenging goals in area of responsibility and drives the evaluation of KPIs
- Ensures all staff are up to date with their mandatory training and have an annual ADR
- Ensure employees are led and line managed fairly and equitably
- Provides an environment where staff and patients can speak up, are listened to and action taken
- Acts as a role model for living CUH values and works in conjunction with the wider leadership community in providing overall leadership to the Trust employees and it's patients