

**Band 5****Performance Standard****Safety**

Putting safety and wellbeing above everything

- Maintains a safe and secure working environment to minimise risks to self and others
- Reports actual or potential problems and suggests how they might be addressed
- Supports and challenges others to manage risk at work
- Maintains privacy and ensures confidential information is kept safe and secure
- Ensures own mandatory training is up to date
- Practices hand hygiene and encourages colleagues/ visitors to do the same

**Communication & Relationships**

Communicating effectively with colleagues and service users

- Communicates effectively in a wide variety of contexts about difficult matters/or in difficult situations using shared decision making skills
- Listens to the needs of patients, service users and colleagues treating them with dignity and respect
- Provides feedback to colleagues about their communication at appropriate times
- Keeps accurate and complete records of activities
- Responds promptly to requests for help from colleagues and service users
- 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

- Carries out the requirements of the job role competently and in full
- Prioritises own workload and organises own work to meet these priorities
- Uses and maintains Trust resources efficiently and effectively and encourages others to do so
- Monitors quality of work in own area and reports any errors or issues to the appropriate person
- Puts the needs of the patient/service first, treating everyone with dignity and respect
- Takes on new roles and tasks and asks for support if needed
- Makes constructive suggestions as to how services can be improved for users and the public
- Discusses and helps others understand why change may be necessary and how they can contribute to this

**Equality and Diversity**

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

- Respects the needs of patients, service users and colleagues
- Understands that the Trust serves and employs people from varied diverse backgrounds and adapts their communication style appropriately
- Treats everyone with dignity and respect
- Understands that people are different and makes sure they do not discriminate against other people
- Recognises the importance of people's rights and acts in ways that are in accordance with the legislation, policies, procedures and good practice
- Takes account of own behaviour and its effect on others
- Identifies and takes action when own or others' behaviour undermines equality and diversity or discriminates against an individual, challenging underlying bias, prejudice and intolerance

**Management (for those with line manager responsibility)**

Holding ourselves and our team to account

- Helps develop and communicate standards and expected levels of work performance to the team
- Takes ownership and is prepared to be held accountable for team standards
- Develops team members, giving regular and constructive feedback on how staff perform
- Ensures service and/or people KPIs are met
- Develops own team and supports others
- Ensures all direct reports are up to date with 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