

Band 3**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 with a range of people about day to day things
- Explains and shares information appropriately
- Listens to the different needs of patients, service users and colleagues, treating them with dignity and respect
- Responds promptly to call bells, telephones and/or other requests for help
- Keeps accurate and complete records
- Acts as an effective and responsible team member

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
- Passes on, to the line manager, constructive views and ideas on improving services for users and the public
- Takes on new roles and tasks and asks for support if needed
- Identifies and takes action when own or others' behaviour undermines or discriminates against an individual

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 or discriminates against an individual