

Band 4**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 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
- 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

- Gives constructive and timely feedback to colleagues regarding their performance
- Supports the achievement of Trust Key Performance Indicators (KPIs) in own delivery area
- Delegates effectively and develops team members, giving regular and constructive feedback on how staff perform
- Ensure employees are led and line managed fairly and equitably
- Provides an environment where staff can speak up, are listened to and action taken