

## St Basil's Mission and Values – Expectations of staff performance

St Basil's is a faith based organisation within the Greek Orthodox tradition. We trace our mission and values back to the Orthodox saint St Basil who was known for his kindness, charity and sense of social justice for those who were sick, poor, disabled or poor. Our organisation's Mission aims to put into practice St Basil's philosophy of *Treating Others as Ourselves*.

***Treating others as we would like to be treated*** is a simple and powerful philosophy that recognises that each of us is created equal. Therefore, we all share the same rights to be treated in a way that upholds our dignity as individuals.

At St Basil's we have chosen to focus on four basic human values to deliver our mission of treating others as ourselves. These values guide and shape the way we work:

*Respect / Empathy / Integrity / Acceptance*

### How our Values guide the way you work

In our work this translates to demonstrating respect, kindness and fairness to everyone we work with – our clients; their families; our colleagues; and our supervisors. Our supervisors are also required to treat their staff with respect, kindness and fairness.

Working with kindness and fairness doesn't mean that we don't have rules or boundaries – what it means is that our policies and processes are specifically designed to be fair and respect that our right to be treated well is a shared right. Although we all have different interests & needs we recognise that no individual is more important than another.

### Practical examples for working within our Values

Below are some examples of the ways that we can demonstrate our Values in the workplace:

#### *Respect*

- Acknowledging differences in points of view, faith and belief
- Understanding the different roles & responsibilities of our colleagues and acknowledging that together we work as a team
- Maintaining people's dignity and privacy whether it is when providing personal care to a client, discussing a client's care with a co-ordinator/manager, or when discussing a staff member's work performance
- Recognising that clients have a right to take risks and that our role is to support them safely
- Maintaining the privacy & confidentiality of client and staff information and documents
- Storing sensitive & confidential documents securely
- Involving the people affected by a decision in the decision-making process

### *Empathy*

- Providing a family friendly employment and aim to support staff where possible
- Matching staff and volunteers with clients to best promote positive relationships
- Helping to maintain our client's family and community relationships by understanding their unique interests and wishes
- Recognising that illness can alter the way a person behaves and that this can impact on their attitudes and their relationships
- Understanding that families can find it difficult to see changes in their family members and may have difficulty expressing their feelings

### *Integrity*

- Acknowledging that we have a legal and moral duty of care to our clients
- That safety in the workplace is everyone's responsibility and making sure that our own actions do not endanger others
- That if we see something unsafe we do something about it even if it does not directly affect ourselves
- Following the law that covers all areas of our work
- Meeting the requirements of our contracts
- Using best practice and evidence based knowledge as the basis of our services
- Ensuring our employment contracts and rates of pay align with the relevant award and minimum conditions
- Recognising that when people make mistakes that they have a right to natural justice; and they also have a responsibility to accept the consequences of their actions
- Acknowledging client's personal information is private and not spreading rumours of gossiping
- Acknowledging that St Basil's has the right to make decisions that staff and/or clients may not support

### *Acceptance*

- Treating all people with warmth, courtesy & kindness
- Greeting clients and colleagues with warmth to acknowledge their values as a person
- Welcoming people into our organisation, including those who may come from different cultures
- Providing the same quality of care to clients who are different from ourselves without making any judgement about their difference
- Recognise that each of us is human and despite our best intentions will make mistakes from time to time – our role is to help the person learn from their mistakes and move on

We ask you to consider other ways in which you can demonstrate our values in the workplace.