Band 7   Performance Standard

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 their 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 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
- Contributes to developing a high quality organisation by reporting errors or issues, challenging poor practice, processes and behaviour
- Evaluates the quality of own and others' work and takes appropriate action when there are persistent quality problems
- Prioritises and organises own workload ensuring that work completed is to a high quality
- Supports changes in work area that improves the quality of systems and processes
- Enables and encourages others to understand why change and transformation may be necessary and how they can contribute to this
- Identifies and evaluates areas for potential service improvement looking outside the service for ideas
- Supports others effectively in times of change, dealing with tensions and problems as they arise

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
- Identifies and takes action when own or others' behaviour undermines equality and diversity, challenging underlying 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

- Encourages the team to understand each other's pressures so that they can cooperate to provide a seamless service
- 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
- 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 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