**Living to the Max Company Values**

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|  | **What this means for the role** | |
| **Enterprising** | We will:   * Lead best practice intervention and look for new ways of doing things. * Be open to feedback and critique of our work. * Make small improvements every day | We will never:   * Do things because that is the way they have always been done. * Get defensive when others challenge our thinking. * Take the easy option |
| **Teamwork** | We will:   * Always show empathy and respect to others, both professionally and personally * Actively offer support and assistance to colleagues * Keep each other accountable by being open and honest | We will never:   * Openly criticise others in the workplace * Discriminate against colleagues in the workplace * Dismiss the opinions of colleagues. Everyone has equal right to be heard |
| **Reliable** | We will:   * Always do what we say. No exceptions. * Respond to clients, colleagues and stakeholders in a timely manner. * Notify clients and colleagues if we are running behind schedule. | We will never:   * Have unrealistic expectations with respect to scheduling of appointments. * Compromise our integrity to meet an imposed deadline. * Schedule clients for financial gain and jeopardise the quality of our service. |
| **Respect** | We will:   * Respect our clients and their wishes at all times. * Acknowledge it's a client's prerogative to accept or decline our intervention. * Treat all those who come into contact with LTTM with the respect we expect from others | We will never:   * Force our recommendations, despite our best intentions, on a client or their family. * Take for granted, the privilege of entering a client's private home. * Dismiss the thoughts, ideas or opinions of our clients or their family/carers. |
| **Integrity** | We will:   * Always maintain the highest of professional standards when representing LTTM. * Always act in the best interests of our clients. * Always act with honesty, transparency, empathy and respect. | We will never:   * Compromise our professional standards * Be influenced to do anything other than what is in the best interests of our clients * Accept financial (or otherwise) incentives to refer clients to other health professionals or related services |
| **Client-Centred** | We will:   * Talk with, not at our clients when finding customised solutions. * Actively engage with family and other stakeholders as true partners. * Always prioritise client needs above all else | We will never:   * Suggest an intervention because it is easier for staff or other service providers. * View family or other stakeholders as peripheral * Impose our intervention on a client without their agreement |

**Behaviours**

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|  | **What this means for the role** |
| **Communication** | * Speaks in a friendly and professional manner * Communicates proactively, clearly and effectively with team members, peers and the leadership team * Tailors communication content, channel and style to the audience to increase understanding and acceptance |
| **Develops Capability** | * Creates clarity for individuals on their performance and long-term development needs through skillful questioning * Provides timely coaching, practical advice and specific feedback to help others succeed and grow * Looks for opportunities to reinforce, reward and celebrate individual progress and achievements |
| **Problem Solving** | * Seeks the input of others to fully understand issues, and takes the time to explore problems * Explores multiple options and formulates strategies to address problems * Takes action and sets up systems/procedures to prevent problems recurring |
| **Builds Strong Relationships** | * Is able to cultivate rapport and build trust & credibility with key stakeholders * Proactively communicates with staff and others as needed * Listens attentively to others; demonstrates openness to other points of view |
| **Clinical Expertise** | * Adapts work style and applies good judgement to situations to ensure that the best outcomes are achieved * Understands the regulations and legal requirements of the industry and the business in order to ensure business compliance * Learns new information and grasps new concepts quickly and easily |
| **Adaptable** | * Works effectively with a diverse range of people from different cultures, backgrounds and professions * Adapts work style and applies good judgement to situations to ensure that the best outcomes are achieved * Demonstrates the ability to handle a broad range of different tasks and assignments |