**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
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| **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
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| **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.
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| **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.
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| **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
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| **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
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**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
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| **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
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| **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
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| **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
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| **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
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| **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
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