

Living to the Max Company Values

What this means for the role		
Enterprising	<p>We will:</p> <ul style="list-style-type: none"> 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 	<p>We will never:</p> <ul style="list-style-type: none"> Do things because that is the way they have always been done. Get defensive when others challenge our thinking. Take the easy option
Teamwork	<p>We will:</p> <ul style="list-style-type: none"> 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 	<p>We will never:</p> <ul style="list-style-type: none"> 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	<p>We will:</p> <ul style="list-style-type: none"> 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. 	<p>We will never:</p> <ul style="list-style-type: none"> 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	<p>We will:</p> <ul style="list-style-type: none"> 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 	<p>We will never:</p> <ul style="list-style-type: none"> 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	<p>We will:</p> <ul style="list-style-type: none"> 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. 	<p>We will never:</p> <ul style="list-style-type: none"> 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	<p>We will:</p> <ul style="list-style-type: none"> 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 	<p>We will never:</p> <ul style="list-style-type: none"> 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

	What this means for the role
Communication	<ul style="list-style-type: none">▪ 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	<ul style="list-style-type: none">▪ 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	<ul style="list-style-type: none">▪ 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	<ul style="list-style-type: none">▪ 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	<ul style="list-style-type: none">▪ 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	<ul style="list-style-type: none">▪ 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