

THE SHEPHERD CENTRE STAFF CHARTER



The Charter

The Shepherd Centre is committed to excellence in our work towards our vision of every child with hearing loss achieving the best spoken language they are capable of, so they can fulfil their full potential in the world. This will be reflected in how we work with the people who make up The Shepherd Centre.

As a result we and our staff commit to the following charter.

How The Shepherd Centre works with its staff

The commitment of The Shepherd Centre to our staff is that we will strive to:

1. Treat you with trust & respect, including communicating honestly and openly.
2. Provide you with a safe and healthy work environment.
3. Promote a positive, fair and inclusive company culture.
4. Provide personal and professional support and encourage your career growth.
5. Encourage & support you when you strive for excellence, with reasonable remuneration and recognition.

The personal values that we support and which we require all of our staff to commit to are:

1. Personal commitment to the vision of the Centre and to The Shepherd Centre Code of Conduct, using this to guide your decisions and actions whilst at work.
2. Performing your work professionally, diligently and with expertise; including applying a personal commitment to further develop your knowledge and abilities.
3. Ensuring that you act with integrity and in compliance with our standards of behaviour and policies; including all legal, privacy and financial requirements. This includes recognising that as we are a charity we must apply a very high standard of cost effectiveness to all of our activities.
4. Showing respect, empathy and honest communication with everyone you interact with at the Centre.
5. Aiming to approach your work in a positive way, supporting the maintenance of a friendly and fun working atmosphere at the centre.

*"I look forward to us
continuing to work together
to achieve our mission and
uphold the values of
The Shepherd Centre."*

Jim Hungerford,
Chief Executive Officer



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The Shepherd Centre Manager Behaviour

1. Take to time pay attention to your team – think and act on ways to motivate them as individuals and to encourage positive teamwork. People and teams that want to be proactive will outperform the best directed but unmotivated team.
2. Provide rapid feedback on incidents both good and bad – notice and mention when a member of your team acts in a helpful or unhelpful way, and raise it immediately but sensitively, without making a fuss. Without rapid feedback people won't know whether they are doing the right thing.
3. Provide guidance as needed so that staff know the right way to do things – we should all be striving to improve the skills of our team. Never accept 'isn't broken, don't fix' – always strive for improvement.
4. Determine and communicate the areas of focus for the individual – ensure they know what is most important for them to achieve. Break down higher-level goals to chunks that are relevant to the individual.
5. Performance manage both good and bad performance – performance out of the ordinary must be recognised by you; clearly communicated to the person; and either supported or managed as required. Ensure you find things going right as well as going wrong; ensure great performance continues and find ways to stop poor performance (with documentation so you can show the progress).
6. Ensure your team gets the support they need to do a good job – don't accept things that aren't satisfactory for your team's ability to work as 'just the way it is'. Even if we can't afford to pay for what would help, there may be another way to address the need.
7. Strive to remove waste in both time and resources from the way your team works – always look for ways to simplify a process or an area. Complexity costs in increased time, reduced ability to do more valuable activities, and the risk of mistakes.
8. Be a positive role model – in terms of work approach, personal behaviour & attitude. Your behaviour is a much stronger signal of what should be done than anything written down.

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