

**What values do I need to work within ESPA?**

Depending on the role, you don’t always need qualifications or previous work experience in the sector to get a job in social care. What’s really important is having the right values, behaviours and attitudes to work effectively with people who need care and support.

**What are values in social care?**

Values are the beliefs and views that people hold about what is right or wrong. They apply to all aspects of life and influence how a person **behaves** in different situations.

Here are some examples of the values and behaviours that are important to high quality social care. These values include **Compassion in Practice** referred to as the **6C’s:**

* **Care** – Delivering high quality care is what we do. People receiving care expect it to be right for them consistently throughout every stage of their life.
* **Compassion** – Compassion is how care is given, through relationships based on empathy, kindness, respect and dignity.
* **Competence** – Competence means we have the knowledge and skills to do the job and the capability to deliver the highest standards of care based on research and evidence.
* **Communication** – Good communication involves better listening and shared decision making – ‘no decision about without me’
* **Courage** – Courage enables us to do the right thing for the people we care for, be bold when we have good ideas, and to speak up when things are wrong.
* **Commitment** – Commitment will make our vision for the person receiving care, our professions and our teams happen. We commit to take action to achieve this.

Here are examples of how these values and behaviours might look in your everyday work. They explain some of the things we do and don’t want to see in our employees.

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| **What we would like to see** | **What we don’t want to see** |
| **Dignity and Respect** | |
| You spend time listening to people to get to know them and their needs | You ignore people and do not make time to welcome them or to get to know them and their needs |
| You respect people’s right to make their own choices and decisions about how they want to be supported | You do not respect people’s right to make their own decisions. You believe you know what they need better than they do |
| You communicate with people in a clear, open and straight forward way using appropriate language | You use jargon when communicating with people, and talk to people in a patronising, childlike or inappropriate way |
| **Learning and Reflection** | |
| You accept and think about any feedback you are given about your work and learn from the feedback | You are dismissive and defensive about feedback and do not consider how to use the feedback to change the way in which you work |
| You are honest and transparent and are not afraid to admit when you have made a mistake | You blame others when things go wrong in work and do not admit when you make mistakes |
| You know your own limits and can identify when you need help and support and are feeling stressed by your work | You do not know your own limits and are not willing to ask for support and help when you need it |
| **Working Together** | |
| You offer people a range of realistic options and choices about the support available to them | You do not provide people with any choice or you give people false expectations about the choices and options that are available to them |
| You are committed to working as part of a team and support others in the team | You prefer to work on your own and do not work with or support others in the team |
| You understand and respect that other people have different priorities and needs | You do not respect or understand others’ needs and priorities and are not flexible in the way in which you work with them |
| **Commitment to Quality and Support** | |
| You give people your full attention and help people when they need it most | You do not give people your full attention or put them at the heart of what you do – you read the paper or use your phone instead of focussing on them |
| You are warm, kind, reliable, empathetic and compassionate towards the people you support | You are intimidating, patronising, unreliable and you lack compassion towards those you support |
| You are flexible and react calmly to whatever goes on in the day making changes as necessary | You are reactive and firefight, panicking and losing control when things change in the day |

**Demonstrating your values, behaviours and attitudes**

You may not have experience of working in a social care role, but you might have other experience which demonstrates that you have the right values. You could draw on experiences from

* A hobby
* Volunteering or work experience
* Your home life
* A previous job (part time or full time)
* Or from everyday living

This may help you when you are completing our application form and in turn help us to consider your application on whether you have the right values, behaviours and attitude to work for us.