

Our Staff Charter

We all take responsibility



Our Staff Charter

Pilgrims Hospices is committed to developing and sustaining a culture where staff are valued and supported. We seek to foster an environment where all staff can develop to their full potential, while encouraging a culture of openness and mutual respect. This in turn supports staff to reach their goals and achieve a healthy work-life balance.

With strong links to Pilgrims vision, values and CODE, this Staff Charter sets out your responsibilities as employees and the organisation's pledge and commitment to you.

Respect and dignity

I will:

- Value the contribution of my colleagues and thank them for jobs well done
- Treat staff and patients with sensitivity and understanding
- Be honest, open and trustworthy in my dealings with patients and colleagues
- Respect and maintain colleagues and patients' needs for privacy and confidentiality

Pilgrims will:

- Appropriately reward and recognise the contribution of staff and volunteers
- Ensure staff and patients are treated with sensitivity and understanding
- Engender a culture of honesty and openness and ensure managers are approachable and visible
- Ensure confidentiality and privacy for staff, patients and visitors is respected and maintained

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Learning, improvement and support

I will:

- Learn from mistakes and build on success embodying self-reflection and a growth mind set to the benefit of the service
- Stay focused and motivated
- Attend induction and all mandatory training and take up relevant learning opportunities
- Play an active role in my personal development review and respond appropriately to feedback
- Demonstrate a can-do approach to my role, including embedding innovative approaches in my daily work by removing barriers and seeking out and incorporating the ideas of others

Pilgrims will:

- Engender a culture which encourages learning from mistakes rather than attributing blame
- Provide induction to all new staff alongside regular learning opportunities
- Provide a climate which supports the giving of meaningful and regular feedback on performance and value all staff personal development reviews
- Provide managers with the tools and training to motivate and support their staff



Our Staff Charter

Commitment to quality of care

I will:

- Provide consistently excellent care based on the best evidence
- Provide timely feedback and information to all service users
- Manage resources effectively and for the benefit of patients
- Work collaboratively and innovatively, both within Pilgrims and the wider community to support patients and provide the highest standard of care when and where they need it

Pilgrims will:

- Provide appropriate resources and structures to support evidence-based care
- Ensure that all members of staff are able to raise their views or concerns knowing that these will be taken seriously and acted on
- Remain committed to creating the environment, and providing support and resources required to ensure the delivery of excellent patient care

Our Staff Charter

Working collaboratively towards our vision

I will:

- Contribute to the effective delivery of our hospices' goals
- Contribute to and encourage effective team working
- Communicate effectively with patients, colleagues, managers and other organisations to ensure holistic safe and seamless patient care
- Adopt an empowered approach to make a positive impact across the organisation

Pilgrims will:

- Explain our goals clearly so everyone knows how they can contribute
- Provide a culture and environment which supports effective team working
- Ensure communication with staff, patients, families and other organisations is effective and 2-way
- Contribute to developing a culture of empowerment by nurturing and educating staff, recognising teams and individuals who work flexibly and collaboratively to overcome barriers to deliver improvement and create an environment where synergy and respect are of the utmost importance
- Ensure its Senior Management Team lead by example and embrace change, placing quality at the heart of everything the organisation does



Our Staff Charter

Compassion

I will:

- Respond with humanity and kindness to each person's needs
- Recognise the role that everyone plays in providing the highest quality service possible to the people of east Kent

Pilgrims will:

- Encourage an ethos in which staff are able to act with kindness and compassion

Staff wellbeing & health and safety

I will:

- Be familiar with all risks linked to my workplace and how to keep them to a minimum
- Challenge and report unacceptable behaviour
- Work in a way which protects the health and safety of myself and others
- Take advantage of the support available to me

Pilgrims will:

- Ensure risks are always mitigated and that staff are aware of risks and how to deal with them
- Promote a zero-tolerance approach to bullying and harassment
- Ensure the workplace is safe and complies with all relevant health and safety standards
- Provide appropriate access to confidential counselling and advice



Our Staff Charter

Rewarding jobs that make a difference

I will:

- Understand and value the roles and responsibilities of other staff and volunteers
- Act with commitment and dedication at all times
- Take advantage of the opportunities available to achieve a good work-life balance
- Contribute to discussions and in finding solutions to problems

Pilgrims will:

- Ensure staff have rewarding, worthwhile jobs with the freedom to act in the interest of patients
- Reward and recognise the commitment and dedication of staff and volunteers
- Provide appropriate policies and structures to help staff balance work and home commitments
- Provide an infrastructure which enables all staff to be involved in finding solutions to issues which affect them at work

Managers

In addition to the above, managers have the right and responsibility to:

- Be informed and explain decisions taken to their team
- Be consistent and fair
- Make decisions
- Ensure that members of staff are fulfilling all the requirements of their job
- Manage performance and address any issues relating to performance, behaviour and attitude of members of staff
- Promote work and life balance for themselves and their staff, ensuring staff are treated fairly
- Manage absence
- Support people in their development to meet organisational objectives
- Plan the workforce to meet the needs of the service
- Participate in effective communications by giving, receiving and seeking relevant information
- Work within agreed timescales
- Follow and implement hospice policies and guidelines
- Contribute to a culture of empowerment, leading by example and embracing, placing quality at the heart of everything they do

Pilgrims Team Pledge

Making sure we have a clear and sustainable sense of direction

**Working together to ensure we meet the needs of all patients
and their families, carers, staff, supporters and volunteers**

**Ensuring our services are accessible to all who need them and
are delivered with the highest degree of professionalism**

Communicating effectively and comprehensively

**Enthusiastically and continuously improving
what we do and how we do it**

Keeping people at the centre of all we do

Pilgrims Team Pledge

I have read Pilgrims Hospices Staff Charter and Staff Handbook.
I understand it is my responsibility to act in accordance at all times.

Name..... Job Title

Signature..... Date.....



COMPASSIONATE
OPEN DYNAMIC
EMPOWERED

