**C5 – QUALITY**

**Level 1 - Maintain the quality of own work**

* I take pride in my personal appearance, wear my ID badge and act as a positive representative of my organisation/service/department.
* I work consistently to my relevant Code of Conduct.
* I know the policies, procedures and standards that I have to follow to carry out my role and work to them at all times.
* I take the time to check the quality of my work and ask for feedback from team members to help me improve how I do my job.
* I ask for help and guidance when situations occur that are outside my experience and expertise.
* I help and support my colleagues so that we work well as a team to achieve our goals.
* I take care of any equipment and supplies that I use in my role to ensure that they are used efficiently and effectively.
* I take personal responsibility for improving the quality of my work and help to resolve problems in my work area.
* I report any concerns around practice issues or work standards to my manager or supervisor.

**Level 2 - Maintain quality in own work and encourage others to do so**

* I present a professional image, act in a professional manner at all times and work to my relevant Code of Conduct/Professional Standards.
* I consistently follow my organisation's policies, procedures and quality standards and encourage other people to do the same.
* I work within the limits of my own competence, area of responsibility and accountability asking for help and advice when needed.
* I support my team and offer suggestions, ideas and information that will benefit team members and improve team working.
* I take personal responsibility for monitoring the standard of my own work and the work of others.
* I take personal responsibility for improving quality and assist in resolving problems within my work area using improvement tools/methods.
* I prioritise my own workload and adapt my approach to the changing demands of the workplace.
* I regularly ask for feedback from colleagues and service users and use it positively to improve the standard of my work or practice.
* I challenge poor practice/work standards appropriately.

**Level 3 - Contribute to improving quality**

Maintaining and Improving Quality

* I consistently follow the standards and policies relevant to my job putting my organisation's values into practice in all aspects of my work.
* I promote the use of quality improvement models within my work area.
* I work to and uphold the standards and values set out in my relevant Code of Conduct/Professional Standards.
* I work consistently within my level of competence, responsibility and accountability, and ask for advice from appropriate people when necessary.
* I monitor and review the quality of my work and the work of others in my team to ensure the highest standards are being achieved.
* I raise quality issues through the appropriate channels and contribute to resolving any issues through, for example, developing and implementing action plans and local solutions.
* I regularly seek patient/client or colleague feedback in order to review the quality of service provided and identify areas requiring improvement.
* I use an appropriate range of measures to monitor quality improvement in my work area.
* I am familiar with the quality improvement tools used in my Board and access the resources available to support my team in making changes for improvement.
* I act quickly to address and review quality issues when they have been identified or, where appropriate, I escalate the problem to the relevant person. Effective Teamworking
* I understand how my role and the work of my department supports the delivery of a quality service to patients/clients and others and regularly review my ways of working ensuring a commitment to continuous improvement.
* I take personal accountability for delivering my own objectives and contributing to my team's results.
* I regularly share feedback with others on the achievement of agreed objectives.
* I work in partnership across departments or organisations in order to deliver the very best service. Planning and Organising Workload
* I effectively plan organise and manage my workload which regularly has competing priorities.
* I regularly review my own working methods, including the use of technology, to identify ways of improving efficiency

**Level 4 - Develop a culture that improves quality**

* I support my organisation in developing capacity and capability to deliver continuous quality improvement.
* I act as a resource in my organisation to lead and promote, with others, a culture of quality improvement.
* I alert colleagues to the need for improvements to quality.
* I work collaboratively with senior colleagues to model appropriate leadership values and behaviours, promoting and building effective work relationships.
* I take personal accountability for delivering my own objectives and contributing to the successful outcomes of the organisation.
* I provide accurate, accessible and understandable information to help staff and managers understand risks to quality and their role in addressing those risks.
* I encourage people to take personal responsibility for improving quality in their work areas.
* I encourage staff and colleagues to seek regular feedback from patients/ clients or others in order to promote continuous quality improvement.
* I implement a systematic approach to improve quality in my organisation using well tried and tested techniques and improvement methods.
* I implement and, where relevant, advise on appropriate quality assurance and governance systems and processes across my organisation.
* I continuously monitor quality and actively raise concerns through appropriate channels and support others to take action to manage quality issues.