

核心價值及相關行為

Core Values and their Related Competencies

秉承達碑立神父(Father Enea Tapella)對智障人士的關懷尊重和熱誠付出，扶康會全體員工都有共同理想、目標一致、全心全意為服務使用者提供優質的服務，並堅持以下的核心價值及相關行為：

一 關懷尊重

定義

- + 員工樂意用開放、尊重及關懷的態度去接待服務使用者，建立以服務使用者為本的服務模式。
- + 同時，透過培訓及發展機會提升員工的能力水平，致力為服務使用者提供適切的服務，協助他們提升生活質素及達成夢想，使員工亦得到一份滿足感及成功感。

應用行為

- + 表現坦率、誠懇及主動的溝通態度及技巧，以表達對別人的欣賞及包容與自己持不同意見的人。
- + 耐心聆聽及尊重別人意見。
- + 真誠關心及照顧服務使用者、其家人及同事，以建立互信關係及提供優質服務。

三 協同效應

定義

- + 建立團隊精神，員工之間需要建立緊密聯繫和合作互信，透過互相支援及互相激勵，共同努力發揮「一加一大過二」的功能，以帶出更大的增值效益，一起追求卓越。
- + 員工亦要與服務使用者、其家人、同事及其他持份者(即相關人士，例如捐款者、企業及社區義工等)建立夥伴關係，彼此衷誠合作。

應用行為

- + 與持份者互相配合、互補不足，以建立良好夥伴關係及默契，從而創造更好的工作效果。
- + 盡量了解持份者的需要、積極提供協助及支援，以完成共同的目標及滿足彼此的需要。
- + 與持份者經常分享經驗。

二 專業精神

定義

- + 我們的「專業」是廣義的，所以每一位扶康會員工都應該以敬業樂業及盡責的工作態度，在不同的崗位上發揮其專業的精神，並以服務使用者的福祉為依歸。

應用行為

- + 每位員工都是自己工作崗位的專家，所以應時常用積極、負責任及不斷求進的態度去做好份內的工作。
- + 與服務使用者及其家人建立密切的夥伴關係，瞭解其需要以共同制訂及推行有效和最符合服務使用者利益的方案。
- + 嚴格遵守扶康會員工守則，並有責任保護扶康會的聲譽及資產。

四 熱誠主動

定義

- + 員工主動承擔份內工作，甚至超越工作範圍的責任、主動溝通、主動參與及提出達致更佳效果的建議。

應用行為

- + 員工應主動「行多步」、主動溝通、支持團隊成員，提出及執行任何可預防問題發生或解決工作潛在風險的方法，參與改善工作及提升服務質素的方案。
- + 主動承擔更廣泛的工作責任，並以達致更佳團隊效益為己任。
- + 員工和管理層有良好的互動溝通、彼此分享及積極推動扶康會各種事務。

五 持續改善

定義

- + 持續檢討、學習及改善工作方法及流程，以提升工作效率及生產力(涵蓋全會、區域及服務單位層面的關注)。

應用行為

- + 提出更佳或創新的工作方法，從經驗中學習，力求改善服務。
- + 持續實踐、檢討及提升服務水平的改善方法。
- + 持續實踐、檢討及提升全會及團隊效益的改善建議。

To carry forward Father Enea Tapella's commitment, care and respect to persons with intellectual disabilities, all staff of Fu Hong Society have common ideal and shared objectives whole-heartedly to provide quality services for our service users, as well as uphold the Core Values and put into practice, including:

1 Care and Respect

Definition

- + Staff are willing to serve service users with respect, open and caring attitude, forming a service user oriented service model.
- + Training and opportunities for development are offered to enhance staff's competency in these respects. The goal is to provide suitable services for service users to improve their quality of life and achieve their dreams while cultivating a sense of satisfaction and achievement for staff at the same time.

Behaviour

- + To be honest, sincere and exhibit active communication skills, express appreciation to others and able to accommodate different opinions.
- + To listen attentively and respect others' opinion.
- + To show genuine care and concern for service users, their families and colleagues, establish mutual trust and provide quality service.

2 Professional Spirit

Definition

- + We have adopted a macro understanding of the word "profession". Every staff will be dedicated and responsible for his/her work, as well as practise with professional spirit in their different positions and work solely for the welfare of the service users.

Behaviour

- + Every staff is the expert of his/her work post, it is his/her duty to maintain a proactive and responsible attitude and pursue excellence of work.
- + To forge close partnership with service users and their families, understand their needs and devise and implement effective plans in the best interest of service users.
- + To abide strictly by Fu Hong Society's staff regulations, and be responsible to protect the Society's reputation and property.





3 Synergy

Definition

- + Team building requires staff to maintain close collaboration and mutual trust, realise the effect of “one plus one greater than two” and pursue for excellence through mutual support and encouragement.
- + Staff should also forge partnership with service users, their family members, colleagues and other stakeholders (i.e. related parties such as donors, corporations and community volunteers, etc) and achieve cordial collaboration.

Behaviour

- + To collaborate with stakeholders in complementing each other, establish good partnership and understanding through which to achieve better outcomes.
- + To understand more the needs of stakeholders and provide active help and support to achieve mutual goals and meet one another’s needs.
- + To maintain constant exchange and sharing with stakeholders.

4 Pro-activeness

Definition

- + Staff take up work proactively, including responsibilities beyond one’s job description, take the initiative to communicate, participate and offer recommendations to achieve better results.

Behaviour

- + Staff should “take one step further”, communicate actively and give support to team members, propose and implement any measures that can prevent problem or reduce risk at work, participate in plans for work improvement and enhancement of service quality.
- + To be proactive to broaden one’s scope of work and see it as one’s responsibility to excel in team work.
- + To maintain effective interaction and communication between staff and management level, actively share and promote different affairs of the Society.

5 Continuous Improvement

Definition

- + Continuous evaluation, learning and improvement of work flow and approach with the aim to enhance work efficiency and productivity (at various levels of individual service unit, region and the Society as a whole).

Behaviour

- + To propose more effective and innovative work approach, learn from experience and pursue continuous improvement in service.
- + To keep practising and evaluating improvement measures that enhance quality of service.
- + To keep practising and evaluating improvement measures that promote effectiveness of the team and Society as a whole.

2012「扶康人對核心價值的認同及實踐程度」- 追蹤調查

在建立機構文化的同時，我們於2012年1月16日至2月10日期間進行核心價值追蹤調查，了解扶康會員工在核心價值認同及實踐程度上的進展。調查以不記名問卷方式進行，共收回787份問卷，佔全體員工人數約75%。結果顯示：

- 扶康人對五項核心價值的認同和對各方面實踐成效的評分(1-10分)在7.05-8.00之間，與2009年比較各項評分均見上升；
- 當中超過五成員工認為與2009年比較，認同和對各方面實踐成效「有些增加」，一成多認為「有明顯增加」。

2012「扶康人對核心價值的認同及實踐程度」- 追蹤調查結果

		2012年 調查得分	2009年 調查得分	與2009年比較，回應的同事的認同感/實踐：			
		1分(低) - 10分(高)		下降了	沒有改變	有些增加	明顯增加
關懷尊重	1 我個人的認同感	7.90	7.79	1.0%	37.0%	47.9%	14.2%
	2 我個人實踐的程度	7.53	7.40	0.7%	33.8%	52.7%	12.8%
	3 我認為自己服務單位實踐的成效	7.27	7.14	4.0%	35.1%	48.1%	12.8%
	4 我認為全會實踐的成效	7.10	6.96	3.2%	36.7%	47.7%	12.4%
專業精神	1 我個人的認同感	7.93	7.73	1.2%	37.9%	48.4%	12.5%
	2 我個人實踐的程度	7.60	7.40	0.5%	35.0%	54.4%	10.1%
	3 我認為自己服務單位實踐的成效	7.36	7.20	4.4%	33.7%	49.9%	12.0%
	4 我認為全會實踐的成效	7.21	7.04	3.9%	36.1%	48.2%	11.8%
協同效應	1 我個人的認同感	7.73	7.59	1.1%	38.4%	48.8%	11.7%
	2 我個人實踐的程度	7.49	7.32	0.8%	38.0%	49.9%	11.2%
	3 我認為自己服務單位實踐的成效	7.16	7.08	5.2%	35.7%	47.3%	11.7%
	4 我認為全會實踐的成效	7.05	6.88	3.9%	40.1%	45.7%	10.3%
熱誠主動	1 我個人的認同感	8.00	7.87	1.0%	35.5%	50.2%	13.4%
	2 我個人實踐的程度	7.70	7.55	1.2%	35.2%	52.2%	11.5%
	3 我認為自己服務單位實踐的成效	7.37	7.30	4.7%	33.2%	49.5%	12.7%
	4 我認為全會實踐的成效	7.25	7.09	3.2%	38.5%	46.9%	11.4%
持續改善	1 我個人的認同感	7.90	7.77	0.5%	32.4%	52.4%	14.6%
	2 我個人實踐的程度	7.53	7.42	0.7%	31.1%	56.3%	11.9%
	3 我認為自己服務單位實踐的成效	7.35	7.26	3.4%	32.7%	50.6%	13.3%
	4 我認為全會實踐的成效	7.19	7.11	2.2%	34.0%	52.7%	11.1%

同心建立扶康會核心文化，為服務使用者提供優質服務!

2012 “Fu Hong Staff’s Identification with Core Values and Extent of their Practice” – Tracking Survey

In fostering our agency culture, we had conducted a core values tracking survey from 16 January to 10 February 2012 to study the progress of Fu Hong staff’s identification with the core values and the extent of their practice. The survey was carried out by anonymous questionnaire, 787 questionnaires were received achieving a return rate of 75%. The results show that:

- + The scores (1-10) for Fu Hong staff’s identification with the five core values and their respective extent of practice are between 7.05 – 8.00, indicating a general increase in scores compared to those in 2009;
- + More than 50% of the staff respondents indicated a “slight increase” in their scores regarding identification with the core values and the impact of their practice, and more than 10% indicated “significant increase” in those scores when comparing to 2009.

2012 “Fu Hong Staff’s Identification with Core Values and their Extent of Practice”- Tracking Survey Results

		2012 Survey Scores	2009 Survey Scores	Compared to 2009, respondents' identification/ practice:			
		1 (low) - 10 (high)		Decrease	No change	Slight Increase	Significant Increase
Care and Respect	1 My personal identification	7.90	7.79	1.0%	37.0%	47.9%	14.2%
	2 My extent of practice	7.53	7.40	0.7%	33.8%	52.7%	12.8%
	3 Practice outcomes by my service unit	7.27	7.14	4.0%	35.1%	48.1%	12.8%
	4 Practice outcomes by Fu Hong Society as a whole	7.10	6.96	3.2%	36.7%	47.7%	12.4%
Professional Spirit	1 My personal identification	7.93	7.73	1.2%	37.9%	48.4%	12.5%
	2 My extent of practice	7.60	7.40	0.5%	35.0%	54.4%	10.1%
	3 Practice outcomes by my service unit	7.36	7.20	4.4%	33.7%	49.9%	12.0%
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Synergy	1 My personal identification	7.73	7.59	1.1%	38.4%	48.8%	11.7%
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Pro-activeness	1 My personal identification	8.00	7.87	1.0%	35.5%	50.2%	13.4%
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	4 Practice outcomes by Fu Hong Society as a whole	7.25	7.09	3.2%	38.5%	46.9%	11.4%
Continuous Improvement	1 My personal identification	7.90	7.77	0.5%	32.4%	52.4%	14.6%
	2 My extent of practice	7.53	7.42	0.7%	31.1%	56.3%	11.9%
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Together we foster Fu Hong Society's core culture and provide quality service for service users!