

核心價值及相關行為

Core Values and their Related Competencies

我們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和實踐相關的做法，包括：

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就感。

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。

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定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。

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，彼此表誠合作。

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。

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。

All our staff 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

- Be honest, sincere and exhibit active communication skills, express appreciation to others and able to accommodate different opinions.
- 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, corporates 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.
- Try to understand the needs of stakeholders and provide active help and support to achieve mutual goals and meet one another's needs.
- 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.
- Be proactive to broaden one's scope of work and see it as one's responsibility to excel in team work.
- 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

- Propose more effective and innovative work approach, learn from experience and pursue continuous improvement in service.
- Keep practicing and evaluating improvement measures that enhance quality of service.
- Keep practicing and evaluating improvement measures that promote effectiveness of the team and Society as a whole.