**Team Member Competencies**

**Personal Competencies:**

**Demonstrates Accountability –** Accepts responsibility for one’s own performance and actions; follows through on commitments; treats others fairly and consistently and protects confidential information; acts with integrity.

**Knowledge** - Demonstrates skills and knowledge relevant to one’s own function or work group. Reviews, selects, and disseminates information regarding key technologies, best practices, and tools to others in the group; applies current best practices in discipline or specialty area; stays aware of major developments in discipline or specialty area; recognized by patients and team members for functional knowledge and skills.

**Initiative** – Self-starter; accomplishes goals independently, with little need for supervision; goes beyond expectations in the assignment, task, or job description without being asked; demonstrates a sincere positive attitude towards getting things done; takes ownership and accountability for own performance. Seeks out and/or accepts additional responsibilities in the context of the job.

**Resilient and Adaptable** – Accepts change, ambiguity and uncertainty with confidence and openness; seeks new experiences to develop his/her capabilities; solicits and acts on feedback; learns from experience; shows willingness to learn new methods, procedures, or techniques, resulting from company-wide change.

**Professionalism** - Thinks carefully about the likely effects on others of one’s words, actions, appearance, and mode of behavior. Practices good hygiene and presents an appropriate professional appearance, following company dress guidelines. Understands how one is perceived by others; takes actions to have a positive effect on others; maintains a pleasant work attitude.

**Team Competencies:**

**Teamwork** – Develops effective working relationships at all levels and across all departments. Fosters an environment of trust; deals with disagreements or different points of views in a constructive, successful manner; maintains positive relationships even under difficult circumstances. Participates willingly in activities and works well with others. Builds synergy that results in a combined effort greater than the sum of separate effort.

**Development of self and others** - Displays an ongoing commitment to learning and self-improvement; takes responsibility for one’s own development; enables co-workers to grow and succeed through training, feedback, instruction, and encouragement; continually looks for ways to expand job capabilities

**Patient/Client Center Service** - Builds and maintains client satisfaction with the products and services offered by the organization. Listens to clients (internal and external) and addresses needs and concerns of the individual.

**Communicates Effectively** – Communicates in a clear and concise manner using appropriate grammar, pronunciation, and tone. Listens carefully and asks questions; shares important information with others as appropriate; demonstrates professionalism through appropriate body language and nonverbal communication.

**Results Competencies:**

**Quality** - Accomplishes tasks with concern for all the areas involved, no matter how small. Monitors and checks work and plans and organizes time and resources effectively. Completes all work according to best practices. Produces results and provides service that meets or exceeds company standards. Shows concern for quality, accuracy, and completeness of work.

**Reliability** – Demonstrates a good attendance record; is aware of the impact that missing work has on patient care as well as co-workers. Responds to work requests by being cooperative and available; follows through on commitments; comes to work on time as scheduled.

**Value** – Manages time appropriately; plans and organizes time and resources to meet deadlines and client needs; quickly responds to client needs; prioritizes effectively.