

Living out our values

PASSION

Sova is passionate about people and is dedicated to making their lives better

LOVE

You care passionately about your service users and are genuinely interested in what matters to them and what is happening in their lives.

You see your work as a vocation and not a job and are genuinely driven and committed to making people's lives better.

You rise to the challenges in your work and are proactive in finding solutions to problems.

You are relentless in getting things done for service users and regularly go the extra mile in your work.

You regularly stand up for and champion the rights of your service users and the organisation's mission and purpose.

EXPECT

You are person centred and focus on what really matters to service users.

You understand how your role can help to make people's lives better and are committed to your work.

You have a positive can do attitude and are able to see solutions as well as problems.

You are prepared to go the extra mile for service users when needed.

You are prepared to stand up for service users and for the organisation.

DON'T WANT

You are not person centred and lose sight of what really matters to service users.

You see your work as a job not a vocation and are not genuinely committed to making people's lives better.

You have a negative, can't do attitude and always see problems but never solutions.

You clock in and clock out and only do the minimum required of you in your role.

You do not stand up for or champion the rights of your service users or defend and promote the organisation's mission and purpose.

FAIRNESS

Sova is all embracing and we adapt our services to meet individual needs

LOVE

You encourage and celebrate diversity and individuality in others and role model respect for all in your work.

You prioritise spending time with others to ensure you have a thorough understanding of their needs and perspectives.

You use your knowledge of others' needs and perspectives to ensure the services you provide always meet their needs.

You challenge others where they are not providing fair access to advice, support and services to your service users.

You build service users' confidence and capability to enable them to speak for themselves.

EXPECT

You respect people as individuals and appreciate what makes them unique and diverse.

You always try to understand and see things from other people's perspectives.

You tailor your approach to work and to the services you offer to better meet other's needs.

You ensure you provide your service users with fair access to advice, support, opportunities and services.

You work with service users to ensure they have a voice and can be heard.

DON'T WANT

You have no appreciation of diversity and are judgmental and disrespectful towards others.

You are not interested in and make no effort to spend time with others or to see things from other people's perspective.

You adopt the same approach with everyone regardless of their needs.

You do not ensure that that service users have the same access to fair opportunities and services.

You do not give service users a voice or help them to be heard.

FOCUS

Sova empowers, supports and encourages people to learn and grow from their experiences

LOVE

You give people every chance to succeed, proactively creating opportunities for them to learn, grow and be a success.

You encourage others to try different things and to make mistakes and help them to learn from those mistakes.

You are self-aware and regularly reflect on your work and your actions, using that self-insight to proactively develop yourself.

You recognise and help others to realise when they have succeeded and achieved and encourage them to celebrate their success.

You are proactive in sharing learning and best practice with others and seek to learn from others.

EXPECT

You offer people the support and encouragement they need to enable them to succeed, learn and grow.

You create a safe environment for others to make and learn from mistakes.

You are committed to learning and developing yourself and are aware of your own strengths and areas for development.

You celebrate success and other people's achievements.

You are willing to share the learning from successes and mistakes with others to help them learn and grow.

DON'T WANT

You set people up to fail and do not offer them support or encouragement to enable them to succeed.

You punish or blame others when they make mistakes and do not encourage them to learn from their mistakes.

You lack self-awareness and are not self-reflective or interested in developing yourself.

You are not committed to L&D. You do not recognise or celebrate others successes and achievements.

You do not share your learning with others and are not interested in best practice or in learning from other's experiences.

INTEGRITY

We are open, honest and transparent in everything that we do

LOVE

You are a role model for others in the way in which you openly communicate and work with others and the integrity you show in your work.

You set clear targets for yourself and others which are challenging yet realistic.

You look for opportunities to deliver more and exceed others expectations.

You admit when you have made a mistake or made a wrong decision and are prepared to apologise and take responsibility for resolving the issues.

You encourage and support others to build up trusting relationships with each other.

EXPECT

You are genuine and transparent in your communication and your dealings with others.

You are realistic about what you can and can't achieve in the work that you do and effectively manage others expectations.

You deliver on your promises and do what you say you will do.

You are accountable for your actions and decisions and can identify for yourself when you have made a mistake.

You build trusting relationships with others.

DON'T WANT

You are not honest or transparent in your communication with others or in the way in which you deal with others.

You are unrealistic about what you can achieve and over promise to others about what you can get done .

You do not do what you say you will do.

You blame others when things go wrong and are not willing to accept responsibility for your actions or decisions.

You do not build relationships based on trust or encourage others to build trusting relationships.