

HOPES Squad Key Accountability Areas

- **Brand Ambassador:**
 - Supports an integrated/multi-disciplinary health care model.
 - Champions a practice that is evidence based and team based.
 - Honors and protects the HOPES mission, vision and values.
 - Treats all people with dignity and respect.
- **Self-Leadership:**
 - Asks for what you need from your team members and leaders.
 - Provides constructive feedback about what's working and not working.
 - Negotiates with one's direct leader to have needs met.
- **People Relations:**
 - Supports HOPES commitment to provide legendary care and service.
 - Initiates and takes responsibility for own actions; demonstrates willingness to have difficult conversations, deescalate volatile interactions; and provides service recovery.
 - Withholds shaming and judgment in interactions with others.
 - Clarifies and asks questions to gain insight when needed.
- **Organizational Compliance**
 - Completes all training and policy review in a timely manner.
 - Knows, understands and practices in accordance with all applicable regulations and standards.
 - Reports incidents and issues to appropriate persons; reports conflicts of interest, sanctions and infractions as soon as practicable after discovery.
- **Department Support**
 - Assists with other assignments as needed.
 - Engages with other department staff to increase the strength of the business unit.
 - Assists with other department functions as assigned.
 - Takes personal ownership of the success of the department and organization.