

Compass Family Services Organizational Core Competencies

Adaptable

Compass Staff are responsive to all situations as they arise during the work day. This means having an open mind and a positive attitude and recognizing that there are many paths to a solution. Staff are expected to effectively articulate their points of view, but remain flexible in finding or accepting alternative solutions to problems and advancing the mission of the organization.

Actions that are representative of this competency are:

- Staff share their knowledge, and proactively seek out opportunities to learn
 - Staff understand that Compass operates with limited resources amid high needs, and as such remain open-minded and flexible in the face of competing priorities and numerous opinions
 - Staff respect final decisions, and prioritize the needs of the team as they reflect the agency's mission
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Accountable

Compass Staff are dedicated to assisting our community and committed to being organized, focused and resilient in our work. Staff are dedicated to helping clients, and show a personal commitment to doing their job in an organized, focused and tireless fashion. Staff are rigorous in their approach to their personal work, and appropriately support and challenge their peers to strive for excellence.

Actions that are representative of this competency are:

- Staff are accountable to client families, themselves, their peers, and the work they have promised to deliver
 - Staff approach all work with diligence and an adherence to timelines
 - Staff use data, observation, past experience, and communication to inform their work and deliver high quality products and results
 - Staff prioritize their work, and follow through on daily responsibilities and assigned projects
 - Staff are responsive to Compass' internal and external stakeholders
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Client-Centered

All Compass employees are focused on clients and their needs. While all of our competencies support mission fulfillment, this one in particular describes the organization's commitment to ensuring that families achieve housing stability, economic self-sufficiency and family well-being.

Actions that are representative of this competency are:

- Staff place clients and their needs first
- Staff understand and respect the diversity of the client population, doing everything possible to ensure that those from marginalized groups do not face additional barriers to equitable services and resources
- Staff believe in the potential of clients to be successful
- Staff are transparent and frequent in communicating about the needs, successes and challenges of all clients

- Staff recognize that they are responsible for taking care of their own needs in order to best serve the client population
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Collaborative

Staff value the input of their colleagues and use frequent and clear communication to convey ideas, share insights, and articulate different points of view in pursuit of results. Individuals are required to be responsive to the viewpoints and ideas of all Compass staff, even if those viewpoints run counter to their own. Compass expects teams of people to work together, iteratively and supportively, to find a solution that produces a measurable result.

Actions that are representative of this competency are:

- Staff are transparent, supportive, collegial, and appropriately challenging in their communication with one another
 - Staff are prepared, bringing their knowledge, creativity and questions into every collaborative setting
 - Staff respect others' inputs and contributions to finding a solution
 - Staff use interpersonal skills to ask questions, solve problems and make crisp, informed decisions
 - Staff engage in constructive dialogue, and provide timely input, to inform agency changes
 - Staff respect and understand the roles of their peers, and their ability to make autonomous and meaningful decisions
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Committed to Diversity, Equity, Inclusion, and Belonging (DEIB)

Compass Staff approach all situations through a DEIB lens. This includes formal and informal interactions with colleagues, clients and the community. Staff are open, welcoming and receptive to a variety of perspectives. Staff are welcoming and respectful of difference in perspectives and identities, and aware that these are shaped by each individual's unique background, including race, gender, age, socioeconomic status, sexual orientation, abilities, and more. Staff approach work in ways that promote diversity, equity, inclusion, and belonging.

Actions that are representative of this competency are:

- Staff work to increase their awareness of how power and privilege show up in all interactions and structures, both within and external to the agency and are committed to promoting social justice and contributing to a workplace culture that fosters diversity and equity, where others feel included and have a sense of belonging
 - Staff understand and implement the major tenets of trauma-informed care when interacting with clients, colleagues and the community
 - Staff recognize and respect the individual perspectives and experiences are shaped by each person's unique background
 - Staff are able to work effectively with clients, colleagues and the community regardless of personal feelings
- Staff use support to identify ways in which their biases and actions contribute to systems of inequality, reflect on how this impacts their work, and, in response, actively take steps to promote DEIB
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Resourceful

Staff approach all situations with the lens of a problem solver and an orientation to finding solutions. This approach to daily and strategic challenges must be able to produce results. This competency does not suggest that staff always have the right answer but it does mean they show initiative, are positive in the face of obstacles and work until they find a solution that produces measurable results.

Actions that are representative of this competency are:

- Staff show initiative not only when there is a problem to solve, but when there is an opportunity to proactively help families and support the work of peers, and the entire organization
- Staff show a zest for learning and continuously engage with one another in creative and inquisitive ways throughout their daily work, and with their peers
- Staff use research and best practices from the field to guide their work