



# CHARTER OF VALUES

AUGUST, 2018



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## CHARTER OF VALUES POLICY

### FOREWORD

GDCA aims to deliver the highest quality services in an environment where staff and volunteers feel valued and supported. In order to achieve this, each individual is expected to behave in a reasonable way, putting beneficiaries and community members first by maintaining high standards of personal conduct.

The Charter of Values is designed to provide staff and volunteers with clarity and shared understanding regarding what is expected at work in order to ensure that we deliver beneficiary focused needs to the best of our ability. The organization will only achieve its vision, mission and objectives when all staff are clear and working towards shared standards of practice and behaviour underpinned by strong values.

The Charter of Values is not intended to replace current staff development systems or performance management arrangements but to complement the existing systems. The Charter of Values is not a replacement or substitute for job descriptions or person specifications. It is to be used alongside the service delivery/provision standards and other good practice guidelines.

This Charter of Values will therefore guide our day to day decision making process and how we interact with each other, our partners and our beneficiaries. This is a statement of the behaviours that underpin each of our values. **Therefore, by signing this Charter, I undertake to adhere to the following values, principles and practices:**

### SOCIAL EQUALITY

I believe that all people in society must enjoy the same fundamental human rights in all respects (security, voting rights, freedom of speech and assembly, property rights and equal access to social goods and services) no matter their sex, race, age, origin, class, religion, language, health or disability.

### NON-PARTISANSHIP

In my dealings as an individual, I do not owe allegiance to any political party in Ghana or elsewhere and therefore not affiliated to any political party. This is to be reflected in my behaviours as staff or volunteer or member of governing bodies of the organization.

### GRASSROOTS INVOLVEMENT

I consider the grassroots as the foundation of our work. I will therefore seek to involve them in organizational development and programming at all times.

## **TRANSPARENCY, ACCOUNTABILITY AND HONESTY**

As much as possible, I will exhibit openness in my dealings and will be responsible for all actions towards all stakeholders and therefore will account properly for all my actions

In all dealings, I will exhibit the highest level of integrity, truthfulness and straightforwardness both with partners, beneficiaries and sponsors.

I will take responsibility for my actions. I will behave in a transparent manner and reflect on my decisions and practices. I will use our resources appropriately and uphold the public interest by being honest. **I further undertake to demonstrate transparency, accountability and honesty when I:**

- Am accountable for my words, decisions and actions
- Keep my commitments and promises
- Communicate truthfully and openly
- Provide accurate and comprehensive information to stakeholders and beneficiaries
- Acknowledge my mistakes
- Encourage and provide genuine constructive feedback

**I offend the values of transparency, accountability and honesty when I:**

- Knowingly tell a lie or untruth
- Agree to do something when I have no intention of delivering services
- Waste resources or fail to consider more efficient means of achieving results
- Look the other way rather than confronting a problem or situation
- Ignore, refuse to listen to or address any concerns raised in constructive feedback
- Cover up mistakes rather than report and examine them critically

## **TEAMWORK**

I believe that “Teamwork makes the dream work” and hence together everybody (beneficiaries, Partners, Sponsors, etc) achieve more. I will work within and across thematic areas and support others to achieve the common aims. I will give everyone a chance to contribute, communicate openly and honestly within our teams and with our stakeholders. I will recognise and support people’s contributions and take the initiative in creating productive and collaborative teams. **I demonstrate teamwork when I:**

- Communicate openly and honestly
- Act to build and sustain team cohesion and performance
- Value the skills, capabilities and contribution of all team members
- Celebrate both individual and team achievements

- Share knowledge, information and skills with colleagues and staff
- Consider how my actions or inactions will affect others
- Acknowledge conflicts and act to swiftly resolve conflict situations within the team
- Encourage others to grow and develop

**I offend the value of teamwork when I:**

- Fail to behave as a multi-disciplinary team member
- Ignore input from others or devalue their contributions
- Do not share or pass on information in a timely fashion
- Hold grudges or resentments rather than act to resolve them
- Claim the praise and fail to acknowledge the contributions of others
- Neglect to thank others for their support and assistance
- Do not respect the roles and contributions of staff from all areas within the organization
- Act in a manner that is driven by self-interest

**RESPECT**

I will demonstrate that differences are accepted by ensuring that everyone gets to speak and be heard. I will promote debate and discussions, and value the diverse views of other employees and communities. I will deal with issues in a constructive and timely way. **I will demonstrate respect when I:**

- Acknowledge and value the experience and contributions of others
- Engage in discussion with others and listen to their views
- Treat others consistently with respect and professionalism
- Consult and involve others before making decisions that impact on them
- Provide explanations for decisions and actions
- Meet deadlines and agreed commitments
- Acknowledge the diversity of needs within our communities and work to address these needs

**I will offend the value of respect when I:**

- Am inaccessible or unresponsive to answer questions, discuss issues or provide information
- Make independent decisions which affect others personally or their practice without consulting them
- Use sarcasm or ridicule as a form of communication
- Do not take the time to understand the diverse views of others and the communities in which they live
- Fail to respond in a timely manner to requests for information
- Allow myself to be distracted when meeting with others rather than giving them the necessary time and attention
- Bully or harass others at work or permit this behaviour from others, including beneficiaries and community members

## **EQUITY**

I will recognise and value the diversity of staff, beneficiaries and stakeholders. I will respect these differences and treat all people fairly and with dignity. I will identify and address people's needs, and act in a fair and impartial manner in striving to meet these needs. **I will further demonstrate equity when I:**

- Treat people fairly regardless of their background, discipline or position
- Ensure services are available to beneficiaries and communities from all backgrounds, and flexible enough to address differences in needs and requirements
- Respect the contributions and viewpoints of others from different backgrounds and experiences
- Ensure that opportunities or access are not denied to others because of their background
- Recognize the need for work- life balance of our employees

**I will offend the values of equity when I:**

- Dismiss or do not value different or opposing viewpoints
- Demonstrate prejudice or bias towards others who differ in terms of ethnic background, gender, sexual preference, age, or professional background
- Fail to consider different needs, expectations and work preferences of staff
- Deliver services which knowingly or unknowingly exclude, make access difficult for, or do not meet the needs of clients/patients from different backgrounds
- Show favouritism rather than treat all equally and fairly

## **COMMITMENT**

I will demonstrate my commitment to the community, our beneficiaries and the organisation by performing my job to the highest possible standards. I will share responsibility for the identification of solutions, and I will assist others to achieve their goals. I see setbacks as an opportunity for improvement and acknowledge and promote the vision and mission of my organisation. **I will further demonstrate commitment when I:**

- Support and champion the direction of the organisation
- Comply with organisational and professional standards and policies
- Express optimism for the future and enthusiasm for the job role
- Respect management decisions that have been made
- Learn from failures and setbacks
- Encourage and assist others to realise their career aspirations

**I offend the values of commitment when I:**

- Fail to verbally support the strategy and direction of the organisation
- Do not encourage individual and team excellence
- Fail to adhere to professional standards or comply with appropriate policies and guidelines

- Treat managers attempting to carry out their function with disrespect
- Fail to support and encourage colleagues in the execution of their duties
- Neglect to identify problems and work to find solutions or improvements.

## **IMPLEMENTATION STRATEGY**

The aim is for the Charter of Values to be introduced to all staff in a team at a team meeting. The Charter will then be discussed within the supervisory framework of the organization. Where staff attitudes or behaviour conflict with this Charter, discussions will take place with the immediate supervisor and if required, with the involvement of the Human Resources Management Team.

## **SIGNATURE**

### **1. Employee, Volunteer, Member**

Read and signed by:

Last name(s), first name.....

Signature.....

Date.....

Place.....

### **2. Legal representative**

Read and witnessed by:

Last name(s), first name.....

Signature.....

Date.....

Place.....