



Our Charter of Rights – The HSE EVE Team Our Staff



The primary ethos of all EVE services is to provide community-based, recovery-oriented programmes for people who experience mental health difficulties, intellectual difficulties and Asperger's Syndrome. We do this through our network of Clubhouses, HUBs and Vocational Training services in 20 locations across HSE Dublin, Kildare and Wicklow and offer support to approximately 1400 people annually.

EVE's service delivery models are informed by the values and principles espoused in national policies which include A Vision for Change (2006) and New Directions- Personal Support Services for Adults with Disabilities (2012-2016), the HSE Recovery Framework (2017) and the Healthy Ireland Framework 2013-2025. Programmes are underpinned by the core purpose of the Health Service to provide effective, safe, high quality health and personal social services to the population of Ireland and we are committed to advance the work of the HSE in the areas of quality and patient safety and services reform.

The information contained in this Charter of Rights has been extracted from the EVE Strategic Plan 2019 – 2023, Living Well: Working Well, which was wholly co-produced by service users and staff across EVE services in 2018. This process involved an independently facilitated, service wide consultation exercise and reflects our priorities as an organisation for the next five years. It is a key strategic objective for EVE to provide quality values based and person centred services that offer people opportunities to live well and work well in their communities.

Our Corporate and Local Mission Statement:

EVE seeks to provide contexts, which support people become active citizens in their local communities by promoting health, wellbeing, learning and social inclusion in quality person-centred community services (2019-2023 Corporate Strategic Plan, Living Well: Working Well).

Our Corporate & Local Vision Statement:

EVE is a department within the HSE that is committed to the provision of effective, safe, high quality health and personal social services in the community. We will achieve this through the delivery of hope-inspiring, health-promoting services that support people achieve personal wellbeing and live a self-determined life as an active citizen and valued member of their local communities (2019-2023 Corporate Strategic Plan, Living Well: Working Well).

The primary ethos of all EVE services is to provide community-based, recovery-oriented programmes for people who experience mental health difficulties, intellectual difficulties and Asperger's Syndrome.

Our Charter of Rights:

The following Charter, in essence, highlights the rights and responsibilities HSE EVE staff members can expect from the organisation and are expected to uphold. As an employer we will endeavour to be consistent and transparent in every aspect of our service provision.

Additional information can be obtained from our website – www.eve.ie

HSE EVE are committed to:

- Supporting staff in their evolving roles by operating in partnership with all stakeholders
- Investing in the on-going professional development of staff to ensure the development of skills necessary to deliver the collective vision of our service
- Ensuring open communication channels at all levels of service provision
- Distributing up to date and timely information regarding our service to all staff
- Consulting and encouraging staff as an integral part of the development of our organisation
- Providing staff with opportunities to influence change within each service and organisation wide
- Providing healthy working environments that are safe and conducive to well-being
- Valuing the personal qualities of staff and nurturing their capacity for hope
- Ensuring all staff are treated fairly and with the utmost dignity, respect and with a level of confidentiality as per Dignity at Work Guidelines
- The continued provision of an active and accessible management team with clear lines of communication
- Ensuring that staff needs are reasonably accommodated
- Acknowledging all queries, complaints and grievances in an efficient, effective and confidential manner
- Ensuring all staff members participate in a HSE Induction programme and that all staff receive a HSE Staff Handbook
- Being a flexible and equal employer for all current and future staff
- Ensuring that there are equal opportunities for employment and advancement and that all competitions are conducted fairly in line with HSE protocols
- Implementing all national changes as they become applicable e.g. areas affecting service delivery/leave/wage/pension etc.
- Adhering to both statutory and legislative provisions and all policies governing the Health Service
- Continuing with its commitment to the development of family friendly policies

Staff have the responsibility to:

- Treat all service users, carers and members of the public with respect and dignity
- Treat all colleagues with respect and dignity regardless of grade or position, respecting different views and opinions
- Support the continuous improvement of services we provide
- Work collaboratively with service users, colleagues and other relevant stakeholders
- Be prepared to change and adapt skills and attitude to meet the changing needs of the service
- Treat personal information about service users and colleagues as confidential at all times
- Adhere to policy, legislative provisions and best practice guidelines
- Demonstrate a positive attitude to their work and the work of others

Managers also have a right and a responsibility to:

- Be informed and explain decisions taken to their staff team
- Be consistent and fair
- Make decisions
- Ensure that members of staff are fulfilling all requirements of their job
- Manage performance and address issues relating to performance, behaviour and attitude of members of staff
- Promote work and life balance for themselves and their staff, ensuring staff are treated fairly
- Manage absence as per the HSE Managing Attendance Policy
- Support staff to meet service objectives
- Ensure effective communications by giving, receiving and seeking relevant information
- Complete work within agreed timescales
- Follow and implement HSE policies & guidelines

If you require any further information or assistance please contact the following:

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