



# North Central Health Care

Person centered. Outcome focused.

## What Does It Look Like to Work at NCHC as a

The success of each of our employees is vital to the success of our organization and the services we provide to our community. Our teams took a look at what work is like in each position to provide you with key insights, challenges and rewards.

### Purpose of Program and Role



### Nuts & Bolts of the Job



### Enriching and Fulfilling Lives



### The Down Side of the Job



### Technology Use



### The Upside of the Job



### Orientation, Onboarding & Training

All employees receive general orientation their first week.



Lives Enriched and Fulfilled.



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## Working at North Central Health Care

### Employee Expectations

At NCHC, we look for people who:

- Show up and work hard
- Do the right things for the right reasons
- Are a team player
- Provide excellent customer service with dignity
- Don't stop until they are proud

### Our Mission

Langlade, Lincoln and Marathon Counties partnering together to provide compassionate and high quality care for individuals and families with mental health, recovery and skilled nursing needs.

### Our Vision

Live Enriched and Fulfilled.

### Our Core Values

#### ★ DIGNITY

We are dedicated to providing excellent service with acceptance and respect to every individual, every day.

#### ★ INTEGRITY

We keep our promises and act in a way where doing the right things for the right reasons is standard.

#### ★ ACCOUNTABILITY

We commit to positive outcomes and each other's success.

#### ★ PARTNERSHIP

We are successful by building positive relationships in working towards a system of seamless care as a trusted community and county partner.

#### ★ CONTINUOUS IMPROVEMENT

We embrace change through purpose-driven data, creativity and feedback in pursuit of the advancement of excellence.



### Person Centered Service

at North Central Health Care

Serving others through effective communication, listening to understand and building meaningful relationships.

At NCHC, we provide Person-Centered Service every day with everyone we interact with. Person-Centered Service has a foundation in our Core Values and includes:

- Serving with a proactive approach
- Serving with a caring and compassionate attitude
- Truly listening to understand
- Creating a safe & healing environment
- Doing no harm
- Understanding all the dimensions of diversity and identifying cultural influences
- Understanding and respecting life experiences
- Shared decision making
- Recognizing and building on strengths
- Involvement of others whenever possible