



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.



North Central Health Care

Person centered. Outcome focused.

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