

To have your contribution to CrossReach recognised and valued.

**This means that:**

- You will undertake an annual Appraisal and Development Plan meeting.
- We will celebrate your success.
- We are committed to providing the best affordable conditions of service and salaries possible.
- We will provide a range of employee benefits.
- We will consider flexible working practices to meet varying needs of employees and service provision.



“Our staff are the single greatest asset that CrossReach has; without their commitment and dedication, service users would experience a much inferior quality of life, each and every day. I am hugely grateful to them all as I know how difficult their role often is.”

**Calum Murray**  
Director of Adult Care Services

To be encouraged to contribute ideas, to be listened to and be consulted on decisions that affect you.

**This means that:**

- We will advise, consult and negotiate through a framework comprising of employee elected representatives.
- We will hold regular team meetings where information is shared.
- We will carry out a biennial staff survey.
- We will have the annual Ian Manson Awards; Award for Excellence to recognise good ideas as well as the Adult Learner of the Year Award.
- You will receive Supervision.
- You will be aware of CrossReach objectives and will know how you can contribute to your local service plans.
- You will be able to contribute the opinions of people who use your service to inform improvements.



“We are all here to provide services to those in need. Whether we are in a support service or in a unit, we all work together to achieve better outcomes for our service users and ideas for doing this better come from staff across the organisation.”

**Ian Wauchope**  
Director of Finance & Resources



The Church of Scotland  
Social Care Council

Operating as CrossReach, Scottish Charity No: SC011353

# People Charter

**As an employee of CrossReach you can expect:**

1. To be involved in the creation of an annual individual training plan, and given access to training to equip you to do your job and contribute to your team and our organisational goals.
2. To be supported in your employment, valued as an employee, treated fairly and consistently and given an equal opportunity to learn and develop.
3. To be managed by a senior team who have the knowledge and skills to lead, manage and develop you.
4. To have your contribution to CrossReach recognised and valued.
5. To be encouraged to contribute ideas, to be listened to and be consulted on decisions that affect you.



“As a staff member your commitment to CrossReach is invaluable and I am delighted, through this charter, to outline our commitments to you, so that together we can strive for excellence in the delivery of care.”

**Viv Dickenson**  
Chief Executive Officer

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To be involved in the creation of an annual individual training plan, and given access to training to equip you to do your job and contribute to your team and our organisational goals.

### This means that:

- You will undertake a Personal and Professional Development Programme relevant to your role covering induction and ongoing development.
- A training plan will be put in place to meet your agreed training needs.
- You will be assisted to gain relevant qualifications including those to meet registration requirements.
- You will have access to training programmes to develop your professional competence in your job.



“Our reputation for quality care is due to the passion, dedication and skill of our staff, who continually go the extra mile in the pursuit of customer service excellence. This charter demonstrates the value and respect we have for our staff and shows a real commitment to supporting their professional development.”

**Allan Logan**  
Director of Older People Services

To be supported in your employment, valued as an employee, treated fairly and consistently and given an equal opportunity to learn and develop.

### This means that:

- Human Resources Policies and Procedures will be developed to reflect the CrossReach Ethos and Values.
- Human Resources Policies and Procedures will be applied fairly and consistently.
- You will be consulted on changes that affect your employment and notified timeously of any changes.
- Policies will be in place to promote your health, safety and well-being.
- We will provide on-line access to all CrossReach Human Resources and Health and Safety Policies and Procedures.



“We are committed to reflecting our Christian Ethos and Values in every aspect of employment. Our aim is to develop a culture where every employee feels that this is a great organisation to work for and stay with.”

**Mari Rennie**  
Director of Human Resources & Organisational Development

To be managed by a senior team who have the knowledge and skills to lead, manage and develop you.

### This means that:

- Our expectations of managers will be clearly laid out.
- We will provide a comprehensive induction and ongoing development programme for managers.
- Managers will have access to specialist advice and information.
- Managers reflect the Ethos and Values of CrossReach.
- All managers will receive regular supervision and will be supported through managers' meetings.



“We strive to be known as an organisation where each staff member is encouraged to develop their skills, grow in confidence and reach their full potential throughout their time working with us.”

**Sheila Gordon**  
Director of Children and Family Services