



Grand County Rural Health Network Core Competencies

- **Client centered care:** You identify, respect and care about clients' and leaders' differences, values, preferences, and expressed needs. You empathize with their experiences, both easy and hard. Your role is always to coordinate care and look at the big picture, or social determinants of health, and how they impact the client's health and well-being. You listen to, clearly inform, and share decisions with the client. You continuously advocate for disease prevention and management, wellness, and the promotion of healthy lifestyles. You also understand the importance of population health, or the health of the entire community.
- **Medical home approach:** You understand the importance of every person having a medical home, or primary medical, dental, and mental health provider that understands and knows the person. The medical home is patient-centered, comprehensive, and accessible to the client. You know that each client might need something different based on their own philosophies. Similarly, each provider might practice differently based on their philosophies. You work with the client to help them identify an appropriate medical home, and whenever possible a local medical home.
- **No wrong door approach:** You understand that health is more than health care. This is a client-centered approach where you can answer any questions a client might have to navigate the fragmented system of health care and human services.
- **Attentive, empathetic leadership:** As our first point of contact for clients, community members, partners, and community leaders, you make sure every single person feels welcome and has a role to play. You empathize with the communities we serve and put people at ease, especially when there are lines of difference or power. You listen to understand people's needs and take steps based on that input.
- **Equity at the center:** You recognize ways that race and other identities intersect in the work, especially with communities we serve. You identify potential for bias and actively work to minimize inequities in how we deliver our programs and services, power dynamics, decisions, policies and processes.
- **Continuous learning and reflection:** There's always more to know out there, and you're hungry for it. You absorb information from your colleagues, your work, and from keeping up with your field. If something doesn't make sense, you ask questions until it does, and you apply what you learn in your work. You are not afraid to take risks even though it means that you will make mistakes. And you *WILL* make mistakes. You are reflective about your own practice, and give yourself the grace to

make mistakes, name them, and learn from them. With your continuous learning and reflection practice, you grow from your mistakes and make yourself and the organization better for it. This practice is encouraged and supported. When you give yourself grace to make mistakes and strength to learn from it, we give you grace and support your strength.

- **High volume, high efficiency:** We're pretty busy here, and doing your job contributes to making it easy for the entire team to do their jobs. You maintain systems for keeping tasks from slipping through the cracks. You're able to juggle competing demands and prioritize without sacrificing quality. You get back to people in a timely manner and take pride in providing clear, helpful information. If you are unclear of your tasks or how to prioritize, you ask for help in a timely manner and try different tools and feedback during a timely implementation process. You anticipate two to three steps ahead for each task you are working on and move to address them. You anticipate questions and try to answer them before they are asked.
- **Attention to detail:** You aim to leave things better than you found them. As the owner of our [database, website, etc.], you notice and fix errors that others might overlook. When mistakes happen (which they will!), you address them quickly and look for ways to prevent similar errors.
- **Initiative and ingenuity:** You leverage resources creatively to solve problems and dive right in to take a concept from idea to implementation. You often consult with others, but you can also propose solutions in the best interest of the people we serve and the organization and get things rolling without much guidance. You provide timely and complete updates to your supervisor and/or team, even when that means there is little movement. By doing this, you illustrate your initiative and ability to work on a high functioning team.
- **Ownership and resilience:** You care deeply about getting results. You gather information, seek input, and drive work forward to the finish line. You think 3 (or 30) steps ahead to develop solutions, anticipate problems, and course-correct when needed. You hold a high bar even when things are hectic and bounce back from setbacks by turning each hurdle into a learning opportunity.
- **Relationship-building:** Part of your job is connecting with people from many different backgrounds. You find (and even create) opportunities to deepen connections and build authentic, mutual relationships across lines of difference, such as race or other identities. You truly welcome viewpoints that differ from your own, and you're able to "sit with" discomfort when people express themselves in ways that aren't familiar to you.
- **Teamwork:** You actively participate in the work of team by voluntarily taking on different roles and responsibilities. You work cohesively with other team members and encourage the efforts and contributions of others. Together we are better and you always work to lift up your teammates. You communicate clearly and respectfully with co-workers. You ensure that your communication was received and understood, which often means understanding the different styles of communication each person needs to receive information. You assume best intentions in others.

You ensure that team goals are achieved through fair and reasonable sharing of responsibilities, opportunities for participation, and adequate resources and other supports. You understand everyone has a role to play and contribute to the team's goals, and you contribute your share. You understand others' skills, experience, knowledge and creativity and consistently speak highly of others to contribute to team spirit.

- **Adaptability and problem solving:** You are always ready to take advantage of unexpected opportunities and address obstacles. You look for the root of both simple and complex problems, so you can seek solutions. You approach work with a spirit of “yes” and adapt as things change, which they often do.
- **Strategist’s mind:** You quickly grasp the subtleties of complex issues and identify patterns in challenges. You don’t stop at diagnosing problems, though; you come up with insightful, pragmatic, equitable, and sustainable ways to produce positive change.
- **Inclusive leadership:** You approach leadership with a mindset of “power with” rather than “power over.” You recognize the value of divergent perspectives and regularly include others in planning and decision-making. You build equity and inclusion into goals and plans for staff development, retention, strategy, and culture. You will sometimes make difficult decisions in the best interest of the organization. When needed, you’re able to weigh complex factors and communicate tough decisions with clarity and empathy.
- **Coaching and modeling:** You make it your mission to develop others. You delegate skillfully and take the time to offer useful and actionable feedback. Because you lead by example (with our values as your north star), you inspire and motivate others to take action and meet goals. You hold the team accountable in ways that grow the people and our impact, and you make sure people feel appreciated.
- **Spirit of possibilities:** You firmly believe that we can all do things we’ve never done before, and can stretch ourselves to achieve incredible results. You maintain an optimistic outlook and always look for ways to make ideas work before assuming they won’t.
- **Work/Life balance:** You recognize work-related stress and work to minimize it, establishing a stable and sustainable way to work while maintaining your health and general well-being. You seek out supportive connections both in the workplace and in your personal life. You feel comfortable asking for support when you feel this is unbalanced, and utilize wellness resources provided by your organization. Adapted from: <https://www.qualtrics.com/blog/work-life-balance/>

Adapted from [The Management Center Core Competencies](#).