



CORE COMPETENCIES

At Total Care Services, Inc., we're looking for talented people who share in our passion for helping others and achieving their full potential. The following competencies reflect TCS' culture, expectations, and the key to success for our employees and our organization:

Interpersonal Skills	Ability to interact with others and with the community: build and maintain healthy relationships that are mutually beneficial; capacity for interdependence and collaboration; demonstrate empathy by genuinely seeking to understand and respect the perspectives of others.
Oral and Written Communication	Ability to articulate thoughts and express ideas effectively using oral, written and non-verbal communication skills (to inform, instruct, and persuade) to multiple audiences, as well as to listen for meaning and understanding.
Leadership	Exhibit confidence in self and others; inspire and motivate others to meet and exceed performance goals; influence actions to create a positive work environment; accept feedback from others; and recognize the contributions of others.
Teamwork	Ability to work with others toward a shared goal, participating actively, sharing responsibility and rewards, and contributing to the capability of the team.
Technical Skills	Knowledge or skills needed to complete tasks and perform effectively in your role, such as proficiency with Microsoft Office or other online systems, software, or platforms.
Judgment	Ability to make ethical decisions which comply with TCS Code of Conduct, state and federal regulations, and adhere to all requirements and updates as they are made; and refrain from personal and professional activities which may result in a Conflict of Interest and/or negatively impact the organization.
Professionalism	Maintain employee confidentiality and workplace privacy. Approach others in a tactful manner; treat others with respect and consideration regardless of their status or position; and accept responsibility for own actions.
Commitment to Quality	Promote quality and positive values of Total Care Services, Inc. by "following up and following through" and demonstrate accuracy and thoroughness.
Problem Solving	Identify and resolve problems in a timely manner; use reason even when dealing with emotional topics. Provide ongoing reports and updates to internal and external stakeholders as needed.
Time Management	Strong organization skills, attention to detail, and ability to prioritize tasks to meet deadlines in a fast-paced and dynamic work environment. Keep relevant staff informed about upcoming deadlines and deliverables.
Adaptability	Willing to adjust your plans in response to shifting strategic priorities, new roles and responsibilities, new systems and technologies, process improvements and policy changes.

Sound like you? **We'd make a great team.** Learn more and apply at totalcare1.org.