NHF Standards of Behavior

As employees of NHF, we believe that there is no higher responsibility than to provide and ensure high quality customer service for our consumers, stakeholders, and coworkers. We know that individually we are only one person, but we also know that it only takes one person to make a difference. When we choose to work at NHF, we are choosing to embrace the following Standards of Behavior in order to promote the mission and vision of our organization. We all agree to demonstrate Accountability, Support, Collaboration, and Service by adhering to the behaviors specified in this document.

ACCOUNTABILITY
- I will effectively communicate my expectations and what I need to accomplish my work.
- I will take responsibility for my performance, deadlines and the outcomes of my work, among my co-workers, the community we serve, and other external stakeholders who are impacted by and rely on NHF’s work.
- I will pursue opportunities to learn and grow, in order to provide the best possible service to NHF and the bleeding disorders community.
- I will take responsibility for maintaining a clean, welcoming and comfortable physical environment in the office.

SUPPORT
- I will demonstrate respect by treating others as I would expect to be treated.
- I will be inclusive and welcoming of my co-workers and other NHF stakeholders I work with to further NHF’s mission.
- I will speak positively and respectfully of the organization’s mission and activities, my co-workers, and the people we serve.
- I will recognize and communicate the accomplishments of my colleagues.

COLLABORATION
- I will promote a culture of inclusivity by valuing the talents and expertise of others.
- I will welcome meaningful feedback from my colleagues and stakeholders before and after implementation of ideas and projects.
- I will pursue opportunities to work with my colleagues in other departments at NHF, as well as my peers at other partner organizations, to achieve our common goals.
- I will speak clearly and actively listen while learning and sharing information.

SERVICE
- I will always act with compassion, kindness, empathy and patience towards the people we serve.
- I will make myself available to those we serve.
- I will respect cultural, religious and social backgrounds.

By continuing in the recruitment process with NHF, you acknowledge that you are expected to follow the Standards of Behaviors provided in this document and to actively adhere to the standards by displaying these behaviors on your day-to-day interactions with employees and the bleeding disorders community.