



RESOURCE: Vibrant Living Culture Overview

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RESOURCE: This document provides hiring managers with an overview of the Sun Health Vibrant Living Culture.

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Section 1: Mission, Vision & Core Purpose

Mission	We champion superior health and wellbeing through philanthropy, inspired living and wellness programs.
Vision	We envision a world where people live longer, healthier, more purposeful lives.
Core Purpose	To empower people to enjoy living longer.

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Section 2: Core Values and Behaviors (6Cs)

Value	Behavior (6C)	Definition
Big Hearted		Our employees, donors, and volunteers exemplify compassion, generosity, and gratitude.
	Customer Focus	<ul style="list-style-type: none"> • Quickly and effectively responds to customer needs. • Presents a cheerful, positive manner with customers. • Assumes shared accountability for improving service delivery.
	Collaboration & Teamwork	<ul style="list-style-type: none"> • Has a responsive, positive attitude toward work and co-workers. • Carries his/her fair share of the workload. • Avoids creating conflict and unnecessary confrontation
Thorough		We are focused and detailed in our service and all we do.
	Communication	<ul style="list-style-type: none"> • Conveys information clearly, concisely and professionally. • Provides and receives feedback in a positive manner. • Listens well and asks good questions. • Effectively adjusts communication style for the situation/audience.
	Creativity & Innovation	<ul style="list-style-type: none"> • Looks for and suggests ways to make on-the-job improvements. • Takes smart risks to find new and different ways to get the job done better. • Is willing to listen to suggestions from others and try new ideas.
Invested		<ul style="list-style-type: none"> • Our organization has a long-standing legacy of supporting the community's vitality.
	Commitment to Compliance	<ul style="list-style-type: none"> • Keeps licensures, certifications and/or compliance training up-to-date and on time. • Consistently adheres to company policies, procedures and employee handbook. • Neither participates in nor condones offensive or discriminatory behavior, and reports concerns in a timely manner.
	Credibility	<ul style="list-style-type: none"> • Consistently tells the truth. • Follows through on commitments and agreements. • Takes responsibility for own mistakes and does not blame others.

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Section 3: Employee Job Skills & Abilities (JSAs)

JSA	Definition
Quality of Work	<ul style="list-style-type: none">• Demonstrates quality, accuracy, and completeness of work activities.• Notices opportunities to improve quality and takes action to do so.
Effective Use of Time	<ul style="list-style-type: none">• Demonstrates self-management skills, including time management, planning, and scheduling to meet job expectations.• Ensures that work is accomplished within required timelines.
Job Knowledge & Technical Skills	<ul style="list-style-type: none">• Demonstrates understanding of knowledge, skills, processes, equipment operation and procedures necessary to perform the essential functions of the job.• Learns and masters applicable new skills and procedures.
Safe Work Habits	<ul style="list-style-type: none">• Performs work in a safe manner.• Avoids shortcuts that increase health and safety risks to self and others.• Understands the application of safe practices and observes safety rules.
Dependability	<ul style="list-style-type: none">• Follows through with commitments.• Works independently.• Comes to work on time every day as scheduled.
Adaptability	<ul style="list-style-type: none">• Able to adjust to changes in work demands to meet expected timetables.• Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and goals.

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Section 4: Leader Job Skills & Abilities (JSAs)

JSA	Definition
Ensuring Employee Accountability	<ul style="list-style-type: none"> • Communicates clear goals and responsibilities to employees. • Monitors employee performance and holds them and oneself accountable for completing tasks/responsibilities in a quality and timely manner. • Firmly, promptly and equitably addresses compliance and performance issues.
Fostering Connection and Belonging	<ul style="list-style-type: none"> • Recognizes and appreciates others for their contributions and achievements. • Enlists the active participation of everyone on the team. • Consistently connects employee and department work to the organization's mission and vision. • Promotes cooperation across departments.
Influencing and Leading Change	<ul style="list-style-type: none"> • Seizes opportunities to influence the future direction of his/her department, campus or organization. • Helps employees develop a clear understanding of what they will need to do differently during change. • Helps individuals and groups manage the anxiety associated with change. • Celebrates successful changes with teams.
Making Effective Decisions	<ul style="list-style-type: none"> • Demonstrates sound judgment and problem solving techniques that support the department, campus and organization. • Solicits input from employees and other stakeholders, and incorporates feedback into decision making. • Is willing to make decisions in difficult or ambiguous situations, when time is critical.
Managing Employee Performance and Development	<ul style="list-style-type: none"> • Supports employees in their efforts to achieve job goals by providing resources, removing obstacles, acting as a buffer, etc. • Stays informed about employee progress and performance through both formal methods (such as status reports) and informal methods (such as management by walking around). • Provides both positive and corrective performance feedback in a timely manner, and coaches for improved performance.
Demonstrating Emotional Skills/Intelligence (EI)	<ul style="list-style-type: none"> • Understands own strengths and weaknesses and how their actions affect others. • Is able to stay flexible and positive around others by thinking before acting. • Is able to pick up on emotions in other people and understand what is really going on. • Manages interactions with others effectively, demonstrating an ability to find common ground and build rapport.