



# Right values, right people: recruitment toolkit

The Common Core of skills, knowledge and values

# The Common Core of skills, knowledge and values

The Common Core of skills, knowledge and values outlines the key attributes that everyone working in social services should have. It provides an opportunity for shared understanding and practice across different services to meet individuals' needs and improve outcomes. It was developed in partnership with stakeholders and agencies throughout Scotland.

The Common Core attributes are central to everyone working across justice, health, community learning and development and social services. They apply to everyone working in the private, voluntary or public sector including volunteers, self-employed or people employed through agencies.

Although primarily for those working with adults, everyone, including people who work with children and young people, can use the Common Core. You do not need to hold a qualification or register with a regulatory body to show you have the positive attributes in the Common Core.

## Overarching values

There are four overarching values that must always be embedded into anything that you or your workers do when providing services. The four values are:

### **Respect**

See people using services as the experts in their own lives, with opinions, knowledge and experiences; value the contribution of others.

### **Collaboration**

Understand that you achieve improved outcomes through people working in partnership.

### **Participation and dignity**

Promote the rights of individuals to play an active part in their community, as much as they want to and respect their choices of how they wish to lead their lives.

### **Empowerment**

Make sure that people who use services recognise and use their strengths and are able to make informed decisions.

When you consider and evaluate the knowledge, skills, behaviours and attitudes of people who work for your organisation, you should always relate this to the your organisation need to equip them to support people who use your service. This is in the diagram opposite.

### The overarching values surrounding knowledge and skills



## Using a values and behaviour framework to recruit and retain workers

The Common Core provides a national framework of values and behaviours; however, your organisation may have its own framework. Having such a framework allows organisations to effectively recruit and manage workers who fit their organisation's culture, so will deliver the best outcomes for people using services. This underpins a values-based approach to the recruitment and retention of workers.

### 1. If you don't yet have a values and behaviours framework in your organisation:

- Review the Common Core and think about how it would apply to your organisational culture and the expectations you have of staff.
- Discuss the framework with workers and people who use your service to get their feedback and input on how to make it relevant to your organisation.
- Make changes to the language of the values and behaviours framework to make sure it fits with your organisational culture.
- Make sure your senior management team are committed to adopting and using the framework throughout your organisation.
- Communicate the new values and behaviours to existing workers.
- Plan how to start to embed the new values and behaviours into all aspects of your recruitment and management processes.

### 2. If you already have a values and behaviours framework in your organisation:

- Using the values mapping tool map your organisation's values and behaviours onto the framework.
- Are there any gaps?
- Are there any areas you could add to your framework to enhance it?
- Once you have updated your framework, share it with your senior managers and make sure they are committed to embedding it in the organisation.
- Review and reflect on how well you tell existing workers and workers you are recruiting about the framework and how well it is embedded in your organisation.
  - Could you do anything more to clearly tell staff about the values and behaviours?
  - Are the values and behaviours used effectively in the way you recruit and manage your staff?

Scottish Social Services Council  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY  
Tel: 0345 60 30 891

If you would like this document in another format, please contact us.

Email: [digitallearning@sssc.uk.com](mailto:digitallearning@sssc.uk.com)  
[www.sssc.uk.com](http://www.sssc.uk.com)  
Scottish Social Services Council 2023

