

Core Competencies

At MOM, we all are stewards of community resources, using them to best serve clients towards our mission and vision. To do this, we bring donors, volunteers, and community partners together to create a lasting impact. All staff are an integral part of our team and must demonstrate specific core competencies, as well as make sound decisions in conjunction with our organizational mission, vision and values.

Cultural Competence:

- Works respectfully with staff, clients and community partners of diverse and intersecting identities
- Dedication to personal development in areas of racial and social justice
- Ability to understand, communicate with, and effectively interact with people across cultures, and work with varying cultural beliefs and schedules
- Be willing to examine cultural biases and learned prejudices
- Understand the importance of individuality

Customer Service:

- Responds promptly to all client, staff, volunteer, donor, and community partner needs in a professional, collegial manner with generosity and respect
- Remains calm and poised in difficult or emotional situations
- Solicits feedback from key stakeholders to improve service
- Maintains confidentiality
- Provides service in accordance with principles of trauma-informed care
- Prioritizes collaborating with other organizations and community members to maximize impact

Communication:

- Communicates verbal and written ideas and thoughts clearly, accurately, and respectfully
- Listens and seeks to understand others' perspectives
- Encourages open exchange of ideas and opinions by words, actions, and tone of voice
- Communicates important information freely with everyone involved in a task

Reliability and Adaptability:

- Completes tasks accurately, thoroughly, and on time
- Arrives on time to work and meetings
- Adapts to changing demands and priorities and accepts assignments willingly
- Changes approach and method to best fit the situation, developing alternative solutions
- Sees problems as opportunities and embraces new ways of operating
- Chooses what is right over what is easy

Teamwork:

- Collaborates with and actively supports coworkers on projects and tasks
- Puts success of team above own interests
- Extends the most generous interpretation possible to intentions, words and actions of others
- Delivers honest feedback in a supportive manner
- Actively participates and works well in group problem-solving situations
- Removes roadblocks for success of teammates and supports everyone's efforts to succeed
- Engages in creating a working environment that supports staff-generated values

Productive and Respectful Work Habits:

- Effectively plans, organizes, and prioritizes work with written and communicated plans
- Prioritizes thorough, accurate record keeping and documentation
- Proactive in planning, communicating and execution of work; provides adequate lead time for others
- Assesses own need for new knowledge and skills, and pursues training
- Supports a positive environment in words and in actions
- Maintains appropriate professional boundaries