

# What does it take to work in Human Services?

- ❑ **Maturity**: *It's not related to your age; it's accepting responsibility, and respecting the confidentiality of sensitive information.*
- ❑ **Ethics**: *You must have the ability to do the right thing, even if it's the tougher thing to do.*
- ❑ **Caring**: *You must be able to be kind and cooperative with others (including clients, family members, and coworkers).*
- ❑ **Equality**: *You must view everyone as a whole person. You must believe that all persons should be treated fairly and respectfully.*
- ❑ **Communication**: *Paying attention to what you say and what is said to you, both verbally and non-verbally.*
- ❑ **Sense of Humor**: *Laughter is an important tool.*
- ❑ **Patience**: *You must have A LOT of patience and tolerate situations not going as expected.*
- ❑ **Timeliness**: *You must be able to show up for work on time because people are counting on you to be there.*
- ❑ **Sensitivity**: *You must be able to recognize how your words and action affect others. You should be aware that people's point of view may be different from yours and respect that difference.*
- ❑ **Flexibility**: *You need to be responsive to changing situations, problems, and opportunities.*
- ❑ **Stability**: *You must be able to manage stress effectively and remain calm in difficult situations.*