

# Mission, Vision, Operating Principles, Values

We, the members of the Johns Hopkins University Office of Human Resources, hereby articulate a mission and common vision that help us define our purpose and direction. We will strive to abide by and keep in mind the following operating principles and values.

## Mission

To support the university's effort in attracting, developing, retaining, and engaging a high-performing workforce in support of excellence in the university's mission, while promoting diversity, equity, civility, and respect.

## Vision

### **An Inclusive Community of Integrated Partnerships**

*Human Resources collaborates actively with university leaders to maximize organizational performance and engage world class faculty and staff.*

- Be a strong, client-focused, service-oriented organization.
- Pursue quality in the development and implementation of human resources practices to the extent that we become a world-class leader in the field of human resources.
- Lead the university in becoming an inclusive community.
- Design and implement processes/procedures that are unobtrusive and take advantage of state-of-the art techniques and technologies.
- Consult with department managers and supervisors in the management of human resources under their leadership and facilitate their ability to make decisions.
- Serve as a resource to employees in supporting them to make informed decisions regarding work and life issues.
- Be an open organization in terms of sharing information with each other and clients while respecting the need for confidentiality.
- Foster the development of the human talent of the university to maximize its contribution to teaching, research, patient care, and service.

## Strategic Goals

- Assure the quality and diversity of our workforce through the recruitment, retention and engagement of talent at the university.
- Empower leaders, managers and supervisors in managing human resources effectively to enhance our investment in human capital.

- Develop, communicate, and implement best practices in human resource policies, programs and processes.
- Create comprehensive solutions to assist work groups with transforming to a high performance culture.
- Serve as a model of service excellence, teaming, change management and innovation.
- Provide leadership in creating an inclusive, supportive and healthier work environment to enhance quality of life for all employees.

## Values

*Our attitudes and actions will be driven by the following values:*

### **Mutual Respect**

Respect each person as an individual. Accept and value differences within our university community. Extend our respect to both our clients and ourselves.

### **Integrity - Personal and Professional**

Adhere to the highest ethical and legal standards. Act responsibly with a commitment to conscientious and productive performance. Commit to a spirit of collegiality with an emphasis on both cooperation and collaboration by taking responsibility and ownership for our actions and behaviors.

### **Inclusion**

Maintain an atmosphere of open communication. Strive to increase our awareness. Stay curious, check our assumptions and find creative ways to incorporate differences into the development and implementation of policies and procedures.

### **Fairness/Equity**

Apply university policies consistently across all members of our community, with sensitivity to the diverse "nature" of our clients and environment.

### **Excellence**

Understand our business and how it relates to the needs of our institution. Attain the highest quality outcomes in our efforts. Respond with efficiency and effectiveness.

### **Service Orientation**

Offer services and expertise to our clients with caring and a commitment to helping. Be approachable and empathetic and use our abilities to listen in our efforts to assess and respond to our clients' needs.

### **Learning**

Commit to our ongoing personal and professional growth. Expand our skills and

knowledge in ways that contribute to our continual development in an era of dynamic change. We will accept feedback as an opportunity to learn.

## Operating Principles

*In order to achieve our vision we will:*

- Be a learning organization that identifies with the work of our clients by providing innovative, flexible and timely delivery of services.
- Be a partner with the senior administration of the university in developing and implementing human resources policies, practices and services that are cost efficient, effective and add value.
- Monitor legal and regulatory developments and be mindful of constraints they may create for the university.
- Anticipate the effects that developments in the world external to the university may have on the organization.
- Challenge each other to achieve excellence.
- Encourage exchange of different ideas and perspectives, utilizing conflict as an opportunity for creativity and innovation.
- Encourage and support risk taking among human resources team members to facilitate their professional growth.
- Recognize, value and reward collaboration, teamwork, and superior results in streamlining human resources operations and support to meet the university's changing needs.
- Provide career advancement opportunities, career pathways and job transfer strategies for staff growth and development.