



# Our Vision, Mission, Values and Social Objectives and how we work

## Vision

A community where vulnerable, disadvantaged and disabled children and young people experience happiness and belonging

## Mission

SELFA is a charity that nurtures and supports vulnerable children and young people through enriching experiences to enable them to be the best they can be.

## Values

- Experience happiness
- Believe in yourself
- Have hope for the future



## Social Objectives

- Encourage independence
- Support positive relationships
- Build self-esteem
- Give children a sense of belonging



## How we work

- Child Centred
- Committed
- Professional
- Always learning
- Respectful
- Team working
- Model of best practice



## Child Centred

## What it is

- Adapting your approach according to the individual, situation and context
- Making sure all are included
- Ensuring communication style is tailored to the child
- Recognising that all behaviour is meaningful
- Working to build relationships with the child and their family
- Being open-minded
- Providing a nurturing and supportive safe space
- Coming from a place of love
- Having realistic child-centred expectations
- Empowering, encouraging and enabling
- Providing opportunities for all children to succeed and flourish

We want to work with every child referred to us to achieve our social objectives

## What it isn't


- Talking down to children
- Shouting or getting angry in response to a child's behaviour
- Being negative about a child's ability to progress
- Giving up on a child
- Having 'favourites'
- Failing to listen to children and take account of their needs and preferences
- Not following up on children who stop attending



Committed

## What it is

- Being passionate about SELFA's vision, mission and social objectives
- Showing dedication to and pride in your role
- Doing what you say you will do and honouring commitments
- Recognising the value of the work you do
- Setting and maintaining clear standards and leading by example



We are committed to helping vulnerable, disadvantaged and disabled children

## What it isn't

- Being indifferent to the success of the organisation and your own contribution
- Not taking action when you think services are not of an acceptable quality
- Being dismissive of internal or external contacts or treating them as an irritation
- Assuming complaints are 'wrong'
- Being negative about change and innovation



## Professional

## What it is

- Managing your time well and completing tasks on time
- Facing up to problems and doing something about them
- Responding to contact in a polite and timely manner
- Having clear boundaries with children and families
- Following procedures and guidelines
- Respecting confidentiality at all times
- Acting with integrity

We are professional in our work and our contact with the everyone

## What it isn't

- Making it difficult for others to deliver due to your lack of organisation
- Taking on work you know you can't deliver within the expected timescales
- Ignoring the requests of others/not responding
- Doing what you want to do over what needs doing
- Lacking ownership of your own work and leaving others to sort out problems

Always  
learning

## What it is

- Taking advantage of learning that will have a positive impact on your performance
- Sharing knowledge and expertise
- Acting on constructive feedback
- Ensuring you have up-to-date relevant training
- Taking responsibility for your own personal and career development
- Being open-minded to new ideas, learning and experiences
- Supporting the team and inspiring others to develop their full potential

We want to learn and develop to improve the services we provide

## What it isn't

- Being out-of-date with specialist aspects of your job
- Being resistant to personal development and training
- Remaining within your 'comfort-zone' - unwilling to learn new skills or ways of doing things
- Not helping new team members to develop
- Being unsupportive of staff personal development
- Not sharing your knowledge and experience with others

## Respectful

### What it is

- Being respectful and courteous
- Treating each person you come into contact with on their own merits and without preconceptions
- Acting on constructive feedback
- Communicating in an open and straightforward way
- Being consistent in decision making
- Valuing diversity and complying with equality and diversity practices
- Acting with honesty, integrity and reliability at all times
- Being approachable and accessible
- Challenging behaviour that is inconsistent with our values

We treat everybody we deal with fairly, with integrity and respect. We are inclusive in our approach.

### What it isn't

- Allowing staff to demonstrate unhelpful behaviours e.g. being impolite or aggressive
- Making complaints or delivering messages by email instead of face-to-face
- Gossiping about those you come into contact with in the course of your work
- Not listening to or discounting the views and opinions of others
- Ignoring concerns or criticism

## Team Working

### What it is

- Being well-informed about the whole organisation—not just your own area of responsibility
- Sharing knowledge and skills across the organisation to improve performance
- Giving constructive feedback
- Stepping up
- Communicating effectively
- Supporting colleagues
- Helping develop other staffs potential
- Actively listening to and considering others views
- Developing local networks and involving other professionals when needed

We work together as one SELFA team, sharing information and expertise and offering mutual support

### What it isn't

- Being unconcerned about the impact of poor work on others
- Offering unhelpful criticism
- Letting personal differences get in the way of working as a team
- Being unable to control negative emotions
- Only being interested in your own 'sphere' of work
- Being out-of-touch with team activities
- Not voicing your views in the proper forum
- Not demonstrating sufficient trust when delegating
- Considering certain tasks as beneath you



Model of  
Best  
Practice

## What it is

- Being aware of and complying with policies and procedures/legislative requirements
- Reviewing and challenging how things are done
- Striving to be the best at what you do and planning to achieve it
- Encouraging and enabling high standards
- Developing, inspiring and motivating staff

We strive to be a model of best practice in our sector and all play a part in working towards this

## What it isn't

- Being unaware of/not following policies and procedures
- Breaching legislation
- Sticking to established practices and being resistant to change
- Lacking interest in/being unwilling to make the effort to improve standards