Mission Statement of the Heilpädagogische Hilfe Osnabrück
What is a mission statement?

A mission statement is a text which describes how things are supposed to be done.

For a social service provider such as the Heilpädagogische Hilfe Osnabrück (HHO), three things are very important:

- A mission statement defines common goals and values. This provides orientation and security. For employees and for clients.

- Expertise ensures quality. Expertise means: employees have learnt their profession. They have acquired essential knowledge and experience.

- Economic efficiency is necessary for this work to be sustained in future. Economic efficiency means: using resources in a responsible way, for example money or staff time.
For us it is important that, during our work, we respect the mission statement. By asking ourselves over and over again how we can translate the basic principles into everyday situations.

Our mission statement only turns into a good one if we make it come alive.

To achieve this, we regularly think of a wide range of activities.

Simple language

We have tried to use language that is easily understood by many people. But there are also difficult words in the text.

Difficult words that are explained in the glossary at the end are printed in red.
1. Our basic values:
   Christian belief, expertise and diversity

Our work is guided by a Christian view of humanity. And trust in God. We treat every person with dignity. This means:

➤ To us, every person is equally valuable. And wanted by God.

➤ We appreciate and respect that humans are diverse. And that they belong to various religions.

➤ We work respectfully and with empathy. We approach others with appreciation and esteem.

➤ Expertise and experience also guide us in our work. However, we are mainly guided by the individual requirements and wishes of every single person we support. Regardless of how much and what kind of support a person needs.
2. Our main goal:
  a social and inclusive society

» People with a disability
  have the same rights as all others.
  They have the right to participate in all activities.
  And to get the support needed to do so.
  This is stated in the UN Convention on the Rights of Persons with Disabilities.

» We want to help that the UN Convention becomes reality.
  And that we live a social and inclusive society.

» This means:
  we are committed to ensure that every person receives recognition and protection.
  That every person is included.
  And that it is normal to be different.
3. Our partners: persons with a disability and their families and people who support us

» We want to be partners with children, youths and adults who require support and accompaniment.

» In particular, we want to provide persons with a disability and their families with the services they need.

» To achieve this, we also work in partnership with: government agencies, companies and social service organisations. And with many other important groups. For example with: work groups, self-help groups and politicians.
4. Our services:
diverse, effective long-term, human-focused and where it is needed

We want to provide many different services. Of high quality and with expertise. For persons of any age.

We want to make sure that our services take a sustainable effect. This means that their effects are long-lasting. We check whether and how our actions take effect. And we describe our services clearly and understandably.

Our services are centred around the individual. This means: the person who requires support is at the centre of attention. His or her individual requirements and wishes determine our actions.

And our services are decentralised. This means: we provide our services where they are needed. Where people are living and working.

“Diversity right there, for all, of course!”
5. **Our company culture: tolerant and respectful**

» Our company **culture** is what makes us special.
  That is what we stand for.

» Here, at HHO, we support diversity.
  This means: we recognise that people are different.
  And we promote understanding and respect for each other.

» The **employees** who work for us are equally diverse
  as people in society.

» It is important to us, at HHO,
  that we treat each other with tolerance.
  This means: we accept each other, even when our opinions differ.

» We want all our **employees** to work together respectfully:
  younger and older **employees**,
  those with completely different life experiences,
  and those from different countries with different **cultures** and
  **religions**.

» We are convinced: it is good that we are so different.
  This is positive for our society and for us at HHO.
6. Our relationships and our work together: trusting and transparent

In our relationship and cooperation with employees and clients we are reliable and responsible. We interact in a fair and trusting way. At the same time, we act within our scope.

We are transparent in our work. This means for us: we interact openly and honestly with one another. For example, when goals and decisions are at the centre of attention. And when opportunities for employees to contribute arise. Or when it comes to how much money employees receive for their work.

It is important to us that many people know about the services offered by HHO. And that they work together with us. This is why we present ourselves to the general public and provide information about our work.
7. Our employees: motivated, competent and active

» We want our employees to be highly motivated. And that they are competent.

» This means: they have an appropriate personality and expert knowledge that is important to our work.

» We also want our employees to act in a responsible, active and professional way.

» We offer training courses to our employees. So that they may further their education and continue to learn. And we expect them to take part in such training.

» We promote the health of our employees.
8. Our resources: stable, cost-efficient and responsible

» We need reliable resources in order to keep fulfilling our tasks effectively, also in the future.
   For this reason, we work cost-efficiently.

» This means: we use our resources and options responsibly.

» This includes, for example, that we use monetary resources, facilities and work materials carefully.

» Here, we also respect the environment.
   We consider what consequences our actions may have. For humans, animals and plants.

” You can rely on this! “
Glossary
Difficult words explained

**Individual**
This means: unique and personal.
Individual aids are catered to the needs of every single person.

**Inclusive**
This means: being part of something.
That is: all people live together with the same rights.
Nobody is excluded.

**Culture**
Culture is everything that humans have made by themselves.
For example: language and text, art and music, traditions, celebrations and politics.

**Employees**
This refers to everyone who works for the Heilpädagogische Hilfe Osnabrück.

**The general public**
The general public is also referred to as:
he people in general. Everybody is part of it.

**Professional**
Acting professionally means, for example:
acting from experience and with consideration.
Religion
This means: belief in God. There are different religions. For example: Christianity and Islam.

Social
This means, for example: helping other people. Social organisations are concerned with the well-being of people.

UN Convention
The UN Convention on the Rights of Persons with Disabilities is an agreement. It was made by the United Nations, which is a union of more than 190 countries worldwide. UN is the abbreviation for United Nations. The German Bundestag is the legislative power in Germany. It has decided that this will also be included in the German legislation.

Values
This means: important beliefs and ideas of a person or a group.

Appreciation
This means: appreciating and recognising a person.
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