

# The RCT Mission and Purpose



## Our Mission

*Working together for positive change and a brighter future for all*

## Our Purpose

*We are a safe and accepting space that provides opportunities to support personal growth*

# Behaviours that under-pin our Mission Statement

- Positive Role modelling (behaviours/language)
- Be aware of group dynamics
- Appropriate terminology
- Friendly and Approachable
- Give people time
- Be respectful and non-judgemental
- Be Confident
- Be open and honest
- Re-centre conversations
- Be available, support co-facilitator
- Insert humour/fun
- Be encouraging
- Polite and friendly
- Calm and non-challenging
- Be aware of confidentiality
- Holistic
- Tactile
- Nurturing
- Inclusive
- Passionate
- Reflective
- Personable
- Dress appropriately
- Empowering
- Resilient

# Our Values / Guiding Principles

Supportive

Person Centred

Respectful

Collaborative

Dedicated

Authentic

# Supportive

We encourage people to understand and confidently communicate their wants and needs

- Being aware of the well-being of others, check in and ask how they are.
- Actively listening when communicating with others
- Guiding others when they are unsure or trying something new
- Giving people time and space to be heard
- Managers have an open door approach
- Sharing knowledge, skills and experience
- Being encouraging and helpful
- SMART support plans that encourage empowerment and independence
- Provide consistency, reliability and predictability
- Demonstrating empathy

# Respectful

We respect every individual's feelings, moral beliefs, values and differences

- Honouring everyone's boundaries
- Be kind and courteous
- Allowing others to be themselves in a safe environment
- To use clear, polite and appropriate language
- Acknowledge and validate the persons feelings
- Allowing space and time for people to progress at their own pace
- Recognises each other's unique skills and differences
- Allowing others to feel valued and valuable

# Person-Centred

We see every person as unique, adapting our approach to treat them with dignity and equal value

- Giving options and respecting individual choice
- Helping people to understand their needs and providing a unique plan that fits around them
- Revisiting the purpose of our support
- Learning about colleague's personal needs
- People are at the centre of the conversation
- Utilising and building upon the skills, strengths and abilities of each participant
- Showing an awareness of trauma-informed principles
- Building relationships

# Collaborative

We work alongside individuals to guide and support their development

- Open communication
- Working together to provide the best possible support for our service users
- Service evaluation and development being led by lived experience
- Encouraging people to ask for help- “there are no stupid questions”
- Using reflective practice
- Being a team and working together
- Share knowledge and information
- Working effectively with other agencies and organisations
- Collaborating across teams by promoting joint working, training and co-facilitation.
- Working with all staff to create the best possible support system for everyone
- Involving people in decision making, planning and evaluation where possible

# Dedicated

We are committed to improving the lives of those in our community

- Planning and organising our time effectively
- Being dedicated to a person, project or cause
- Seeing things through and going the extra mile
- Committed to your development and progression
- Passionate and committed to the values of RCT
- Be authentic and realistic about what can be done and what's available
- Do what you say you're going to do
- Maintain the offer of support to people who not ready
- Breakdown the barriers to resistance
- Committed to delivering a service that is to the best of our ability
- Promoting and being a good ambassador for the charity
- Safeguarding principles are at the heart of everything we do



# Authentic

We demonstrate an approachable, open and non-judgemental attitude where people listen, offer support and provide a friendly and accessible service

- Being accountable and taking responsibility
- Maintaining an open mind
- Producing bespoke, person-centred packages of support
- Setting goals to achieve a positive end result
- Demonstrating humility and relatability
- Recognising where there are gaps and need for change
- Being genuine, real and honest
- Be sincere to self and others
- Staying true to who we are as people
- Being assertive and able to share your point of view