



How to work well with others

Or.....a match made in
heaven?



What's your Mission?

CROSSREACH
providing a caring future

In Christ's name we seek to retain and regain the highest quality of life which each individual is capable of experiencing at any given time



To relieve the suffering and meet the long terms needs of homeless and vulnerable people.



Two Services – Shared Themes

- Crossreach Daisy Chain Project,
Govanhill, Glasgow

- Bethany Christian Centre,
Leith, Edinburgh



Your expectations

What would you like us to cover in this next hour which you would like us to explore relating to your own church, community, or service?



Developing Services:





Understand Your Community

- Initial Links-community profile
- Local Partners
- Defining the way forward





Let's Play!





Set Aims and Identify Obstacles

What do you want to happen as a result of what you are doing?

How will you measure it/agree it with others?

Daisy Chain Aims to support vulnerable families by:

'Reducing isolation, developing confidence, building self esteem, nurturing, helping engage with other services'



Nurturing.....?





Build Your Team

- Key skills
- Co-ordination
- Volunteers
- Training
- Support



Build Your Team



A people of
power!





Advertise-What's your 'offer'

- Be clear about what you are about
- Understand the power of the faith base
- Negotiate boundaries
- Know when to say NO!





Welcome and Involvement

- Pay attention to your environment
- Be genuine
- Learn from your mistakes
- Invite honest feedback
- Review



Welcome and Involvement



Never too young to
share an opinion



Celebrate!!!!





Valuing Volunteers

Talk to the person sitting next to you.

Tell them about a time you 'volunteered' for something

What made it a good experience? What could have made it better?



Bethany Christian Centre





Bethany Christian Centre





Mental Health Needs

- 70% of our residents have a diagnosed mental health issue, alongside substance addiction
- Typical diagnoses are across the full range of types termed mood, anxiety, psychotic and personality disorders



Range of Interventions

- Provision of a safe, secure positive environment, with 24 hour high support.
- Provision of accommodation, shared catering, domestic services and excellent facilities.
- Individual support planning and delivery for individuals, tailored to their specific requirements, where each service user has a dedicated support worker coordinating their support package.
- Individual Addiction support to help support individuals to manage relapse prevention.
- Positive daily structure combining development of domestic and catering skills.
- Three distinct phases as an aid to enhancing the recovery process for service users.
- Access to optional Christian devotional meetings.



Range of Interventions

- Support in accessing work and training opportunities.
- Access to optional recreational activities and sports programme.
- Support in accessing suitable services in the community.
- Support to rebuild family relationships where appropriate, through accessing relevant services.
- Assistance in accessing on-going support beyond occupancy of the Centre.
- Optional group or individual training.
- Referral to external agencies for specialised support in issues of physical health and mental health.
- Referral to external agencies for specialised support that can help address the underlying causes of repeated self-harm, relapse and personal unmanageability.



Stakeholders?

- Anyone that has a stake or key interest in a service
- A person or group who is involved in or affected by a course of action
- Creating and sustaining positive interface, with integrity and effectiveness



Effectiveness & Integrity

- **Effectiveness** – in positive relationship with others, achieving results, making a difference, producing change
- **Integrity** – actions that are consistent with values, open and without hidden agenda, without compromise or pretence



Our Stakeholders

- Service Users – Residents
- Families
- Staff & Volunteers
- Church
- Supporters
- Local Community & Recovery Community



Our Stakeholders

- Health Care Professionals, NHS
- Social Care Partners
- Addiction Services
- Criminal Justice
- Services for Communities, CEC
- Care Inspectorate



Ever felt like this?





Or perhaps some feel like this?





The primary stakeholder





The Importance of Team





Important principles

- Listening
- Good Communication
- Being Transparent & Open
- Aligning Outcomes
- Meet each Stakeholder's needs
- Exceed each Stakeholder's expectations



Important principles

- Emphasis on Choice
- Equality and Accessibility of Support
- Balance & Trust
- Appropriateness
- Demonstrate the Benefits



Changed Lives Video





Who is important in your setting?

- Applying the principles in your own context