



**YMCA**

Here for young people  
Here for communities  
Here for you

YMCA WIRRAL

# Our view on values

Building a better future

# Our values



# Our vision

“YMCA Wirral’s vision is to be an all-embracing organisation with a Christian ethos transforming all communities across Wirral so that local people truly belong, contribute and thrive.”

# Our mission statement

“Helping to build positive futures and overcome barriers for people of all ages.”

# Introduction

Welcome to our YMCA Wirral Values handbook, which sets out what our guiding principles are and what everyone can expect when they are involved with our organisation; they are our essential and enduring philosophies.

The way we do things at YMCA Wirral is distinctly different to how others work. Strong organisational values represent 'the way we do things around here'. They are underlying and stable ideals which people should use to guide their actions and decisions and to help them make judgments about what is right and wrong in any situation.

We believe at YMCA Wirral that we have achieved much by creating the values we now hold through staff and volunteers and board members working together, and referring to them and seeking to live them until they are truly 'born'.

If they are to work they must be embraced day in and day out, and be used from appointment to promotion, from recognition to reward and not just some nice words on an annual report.

This booklet is a demonstration of our commitment to living these values and will serve as an ongoing guide and reminder.

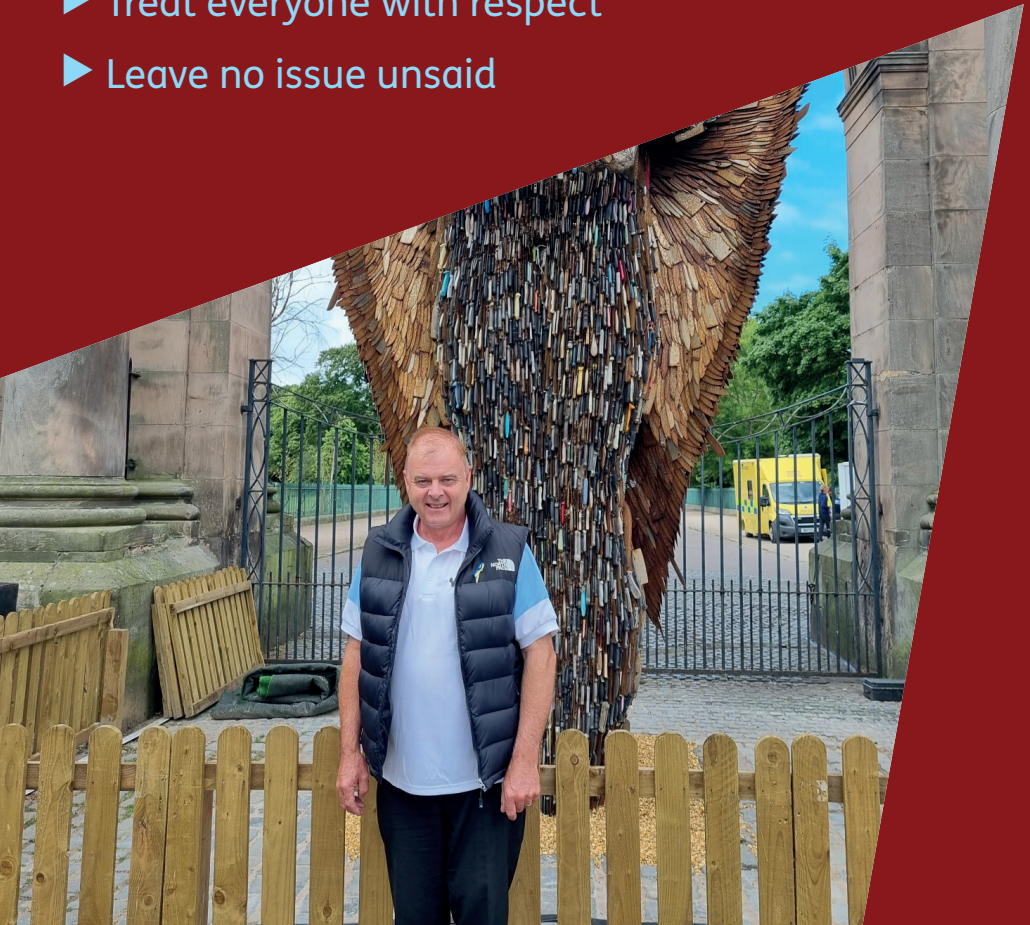
Our annual appraisals for all staff and volunteers are based on our values and all involved will develop to grow stronger and become more self-aware. It is our aspiration that YMCA Wirral is a unique example of a values-based organisation and be synonymous with Honesty, Passion, Cooperation, Humility, Respect, Teamwork, Responsibility and Integrity.



# HONESTY

## Considered, Constructive, Open

- ▶ Be true to yourself and your colleagues
- ▶ Work to your full potential at all times
- ▶ Be open and constructively speak your mind
- ▶ Treat everyone with respect
- ▶ Leave no issue unsaid



# PASSION

## Inventive, Positive, Fun

- ▶ Have fun
- ▶ Be a positive and inspirational leader
- ▶ Encourage and enthuse those around you
- ▶ Be inventive
- ▶ Engage emotionally
- ▶ Be self-motivated and take initiative
- ▶ Consider others
- ▶ Be eager to develop further



# CO-OPERATION

## Open, Professional, Customer-focused

- ▶ Focus on customer experience
- ▶ Ask for help
- ▶ Have confidence to express your views
- ▶ Accepting and acknowledging different viewpoints
- ▶ Be supportive of colleagues
- ▶ Actively engage in open discussion and work together to achieve our plans
- ▶ Stick to the plan
- ▶ Be open to change



# HUMILITY

## Ownership, Empathy, Respect

- ▶ Don't be afraid to fail
- ▶ Take ownership of your decisions
- ▶ Be open to give and receive feedback
- ▶ Learn from mistakes and failures
- ▶ See situations from all views to inform action
- ▶ Be constructive and proactive
- ▶ Be open to other peoples opinions
- ▶ Don't take people for granted



# RESPECT

## Patience, Professionalism, Communication

- ▶ We value everyone and treat people with dignity and professionalism.
- ▶ We understand each other's differences and our different roles.
- ▶ Showing humility and being sensitive.
- ▶ Respect promotes co-operation and makes it easier for us to achieve our common goals.
- ▶ Having patience for each other and our service users.
- ▶ Thinking about how our actions can affect others.
- ▶ Talking and communicating with each other, not about each other.





# TEAMWORK

## Working, Supporting, Collaboration

- ▶ Our teamwork values are cornerstones that support and define how our teams collaborate and work together to deliver high standards of work.
- ▶ All staff strive to work together to uphold the team's values, ensuring that they align with the company's.
- ▶ Working well together and developing effective relationships with diverse personalities.
- ▶ Developing and maintaining good relationships with co-workers and managers.
- ▶ Maintaining open lines of communication with others.
- ▶ Observing, helping, supporting and coaching other colleagues.



# RESPONSIBILITY

## Competence, Knowledge, Ownership

- ▶ We all have a responsibility to develop ourselves, each other and the company.
- ▶ We are professionals in every part of the organisation. We have the knowledge and competence to perform our tasks and prioritise the right things to succeed in our assignments.
- ▶ Taking responsibility means taking personal ownership of something.
- ▶ Shared values means a knowledge-oriented and creative company.
- ▶ Communication – effective communication at all levels.



# INTEGRITY

## Reputation, Trust, Honesty

- ▶ Integrity is one of our key values and a foundation for others!
- ▶ Integrity helps build a strong reputation.
- ▶ Promoting a good work culture.
- ▶ We build trust through responsible actions and honest relationships.
- ▶ Having strong values and principles, such as reliability, honesty, loyalty, and trustworthiness.



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Charity Reference Number: 1000601  
Company Registration Number: 2534811



Here for young people  
Here for communities  
Here for you

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

FAMILY & YOUTH WORK

HEALTH & WELLBING

HOUSING

TRAINING & EDUCATION

SUPPORT & ADVICE