

## Our Values, Principles and Qualities

Our approach in Jersey is underpinned by values and principles which apply across all aspects of working with children. They reflect the rights of children as expressed in the *United Nations Convention on the Rights of the Child (1989)* and they build on the principles set out in the Jersey legislation. The principles noted below are reflected in legislation, standards, and procedures and include:

- Promoting the wellbeing of the individual child
- Supporting children and families at the earliest opportunity as part of the “day job”
- Keeping children safe
- Putting the child at the centre
- Taking a whole child approach
- Building on strengths and promoting resilience
- Promoting opportunities and valuing diversity
- Providing additional help which is appropriate, proportionate and timely
- Working in partnership with families
- Supporting informed choice
- Respecting confidentiality and sharing information
- Promoting the same values across all working relationships
- Co-ordinating help when needed
- Building a competent workforce to promote children’s wellbeing

### **In our work with children, families and each other, we seek to display the following qualities:**

1. We will work together with **respect** for each other; we assume it is a privilege to share in families’ lives, even if briefly
2. We **know** families are generally able to make changes in order to manage their lives more effectively, **know** they are resourceful, and have capacity to cope and adapt
3. We will relate to children and families with **courtesy** and without blame
4. We will work with families with **genuineness**; this means being able to help children and their families to explore their own situations and not allow our own assumptions/motives to prevent our understanding of the their experiences
5. **Empathy** is important and is the ability to see the situation from another’s perspective, in particular the child

6. We will work together with **humility**, being realistic about what we have to offer and recognising the importance of accepting the contributions of others, including colleagues, and the potential of working in partnership with families

7. We maintain a **positive and balanced approach** to working with all children, communicating a quietly positive outlook and warmth

**In our work with children and their families we will:**

- Use plain language and take time to explain what isn't clear
- Make sure we have the right skills and support to do our jobs
- Respond promptly to complaints and concerns
- Recognise and celebrate compliments
- Make sure families 'tell their story only once' and have a Lead Worker to speak to if multi-agency support is needed
- Be open in our communication with families and keep them informed about what is happening

**We will encourage children and the families we work with to:**

- Be honest if they don't understand something and tell us
- Trust us with their information and expect the right help at the right time
- Attend any meetings and appointments they are invited to