

WELCOME

Welcome to Habilitative Services of North Florida, Inc. We are extremely pleased to have you as a member of our team. I believe that you will find this to be one of the most exciting and rewarding employment endeavours you have ever chosen to pursue.

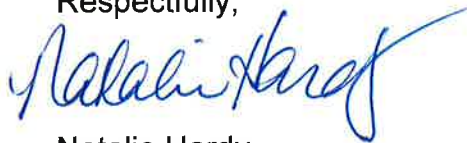
At Habilitative Services, our mission/goal/objective/purpose for being here is to provide services to challenged adults, children, and families who need our support in order to lead independent and productive lives, with the end result of being able to achieve their desired quality of life. Whatever your position within this agency, the work you do is important. You were selected for the position you hold because of the unique qualities you have exemplified that are compatible with agency philosophy and are best suited for the demands of your position.

We at Habilitative Services take our mission very seriously. It has been said (in jest of course) that we often take little else seriously. We do believe in enjoying our work and feel that productive, quality results in the work place come from having a work environment in which employees feel they have a voice, feel their opinions are valued, feel they are empowered to carry out their assigned responsibilities, and feel they can have fun doing it. We do, however, expect hard work, caring, commitment, and team work; these components are not negotiable.

As part of your orientation and pre-service, you will receive several manuals. The first is a general policies and procedures manual. It provides basic information about personnel practices, and delineates certain employee responsibilities. The second contains information that is specific to the program within Habilitative Services that you work. You will want to use these often as reference and resource. If you have questions about any of this information, please talk with your supervisor or management level staff; they will be happy to assist you.

I am proud to be a Habilitative Services employee and know that you will be too. So welcome aboard for what I can assure you will be an exciting adventure. Working together we can make a difference.

Respectfully,



Natalie Hardy
Executive Director

WHY WE ARE HERE

STATEMENT OF PURPOSE

Habilitative Services' unwavering commitment is to promote quality of life and help those we serve build and unlock dreams. This pledge to excellence is the Hab. Services' way!

HABILITATIVE SERVICES' MISSION STATEMENT

Habilitative Services is a team of highly motivated individuals dedicated to providing community-based training, interventive, and counseling services and supports for challenged adults, children, and families, enabling them to achieve a desired quality of life. Our strength is generated from the principles of vision, individual worth, second-mile service, integrity, unity, and commitment to our clients, our funding sources, our team, and our community.

Our Clients

We are committed to providing our clients with an individualized array of services where dreams are safe and encouraged, where means are provided for realizing those dreams, and where each client is listened to and respected. We look beyond labels and histories to empower each client to leave their own legacy in an environment of safety and security. We are sensitive to our clients' needs and dedicated to their satisfaction.

Our Funding Sources

We are committed to building a partnership based on mutual respect and collaboration. We provide timely communication on important matters, quality documentation of services, honest invoicing and absolute reliability. Our quality services make our funding sources look good.

Our Team

We are committed to the recruitment and development of the best individuals in our field, and we recognize the importance of each individual. Our people are empowered to really make a difference through quality training, having room to be creative, and honest feedback. We maintain an open door policy at all levels that allows for the free flow of ideas, communication, and team decision making. We rally around one another and support one another. We give our people the ability to advance by pursuing growth, by promoting in-house when possible and by maintaining sound fiscal management. Our people are known for their competence and character.

Our Community

We are committed to the enhancement of the community of which we are a part by our leadership, active participation in community affairs, and patronizing of local merchants. Our programs empower those we serve to become active contributors to community life. We help the community feel safe through education, information, accountability, and professional service delivery.

OUR PRINCIPLES

At Hab. Services, our principles are the heart and soul of “who we are”. We want them to be more than just words that we talk about, but to be real, tangible—something we can see exemplified in each of us. There, we decided to attempt to find definition or description that would help us to see these principles as “living” concepts. They are:

Commitment

“Stick-to-it-ivness”, seeing things through, following through. An example would be staying late to complete an assigned task, taking “extra” time to be respectful and courteous; being flexible enough to get the “mission” accomplished. Really believing in what we do.

Individual Worth

Asserting the belief in the potential or worth of another, even when others are throwing up road blocks. Assisting others to see their own worth and enabling them to reach their potential. Asserting the belief that one has the capacity to change and grow and advocating for their chance to do so.

Integrity

It means honesty, moral soundness, genuine, and unadulterated. It goes past the surface to the heart and character of the person. What you do when “no ones is looking”.

2nd Mile Service

Doing more than asked or required. This goes beyond the job description to get the “mission” accomplished. It too must be from the heart.

Unity

The communication, support, actions, and attitude that enhances the teamship/family of the agency, the program, the funding sources, and the client.

Vision

These are the actions that build and unlock dreams. It is the creativity that enhances the mission.

OUR HOUSE

We like to explain the way we conduct our day-to-day business by using the illustration of a house. On the next page is a drawing of "The Hab. Services' House". The House has four levels, each building upon the other but collectively forming the guidelines by which we work.

The first level is the foundation and represents the **PERSONAL** level of function. Each individual must have a deep commitment to these six guiding principles and bring them "to the table" in all their functions at Habilitative Services. We believe that if the rest of the house fell, we could build again with those six things.

The next level (statement of purpose and mission statement) is the **INTERPERSONAL** level. Those statements describe how we will work together and what we intend to accomplish.

The front door into our house is "heart." To work in this house, character and competence must be equally evident.

The next level is the **MANAGERIAL** level, and describes the day-to-day functioning of our team. The key word here is "empowerment." Within these walls, staff is empowered to work with their clients for the achievement of their clients' hopes and dreams. Although some walls are always necessary, and staff might at times be instructed to "Get back in the house," management never seeks to remove control from the direct service level.

The roof represents the **ADMINISTRATIVE** level of the agency. Attention to these matters is necessary to keep the "rain" (pay backs, loss of certification, fines, lawsuits, etc.) out.

The windows of "creativity" and "willingness to risk" allow us to see and seize the future. Every good house needs ventilation and insulation, and we feel the four attributes listed will serve us well in those needed areas. We have a garage where we can expand and grow, but only as fast as our principles, purpose, and mission will allow.

The back door (not pictured) is "desire." Anyone with a desire to succeed and to buy-in to our principles, purpose, and mission can find a welcome here.

THE HABILITATIVE SERVICES HOUSE

