

Service & Support Administration



*vision statement
and
shared values*



vision without action is a dream. Action without vision is simply passing the time. Action with vision is making a positive difference.

when your *values* are clear to you, making decisions becomes easier.

vision and values

Riverside Mission Statement

To empower children and adults with developmental disabilities to live, work, and play as full members of the Miami County community.

SSA Department Vision Statement

The SSA Department, as individuals and as a team, using our diverse skills and resources, will provide exceptional service coordination that is significant to people with developmental disabilities in achieving their optimal personal growth and fulfillment, and that is valuable to all stakeholders.

shared values

Teamwork: To skillfully combine individual strengths, talents and abilities to effectively work towards a shared goal and produce a result greater than all separate efforts combined.

Customer Service: To commit to consistently provide excellent services and supports to all customers, internal and external.

Professional: To possess a positive work presence reflecting your commitment to excellence within the scope of your duties as an SSA.

Integrity: To possess and steadfastly adhere to principles or professional standards consistently demonstrating flexibility, honesty, trustworthiness, reliability, dependability and responsibility.

Respect: To be responsible and considerate of the attitude and the energy that is presented to others. To share the belief that everyone, regardless of their character, knowledge, intellect, abilities, and manner, should be treated with dignity and respect.

teamwork

To skillfully combine individual strengths, talents and abilities to effectively work towards a shared goal and produce a result greater than all separate efforts combined.



You are Living the Value if:

- You openly share ideas and information
- You communicate even if the conversation is difficult
- You contribute without worrying about who will get the credit
- You make suggestions to solve a problem
- You come to meetings on time and prepared
- You recognize and value the strengths and talents of others
- You assist others as needed without expecting reciprocation

You are NOT Living the Value if:

- You reject the ideas of others
- You are concerned about who gets the credit or who gets recognized
- You allow personal conflicts to affect the team performance
- You are not pulling your “weight”

living the value

customer service

To commit to consistently provide excellent services and supports to all customers, internal and external.



You are Living the Value if:

- You are an effective listener
- You give undivided attention
- You show empathy
- You can identify and assess needs
- You are proactive
- You are accountable to those you serve
- You are prompt and dependable
- You give more than expected

You are NOT Living the Value if:

- You fail to consider customer implications when changes are made
- You do not use resources available to solve problems
- You do not return phone calls, emails, etc. in a timely manner

living the value

professional

To possess a positive work presence reflecting your commitment to excellence within the scope of your duties as an SSA.



You are Living the Value if:

- You are a constructive communicator
- You are consistent
- You are flexible
- You are resourceful
- You are positive
- You are able to think outside the box
- You are adaptable
- You have timely follow through on commitments
- You are dedicated
- You are educated on and comply with all laws, rules, regulations and agency policies
- You present yourself in a way which demonstrates self respect, modesty and courtesy to others

You are NOT Living the Value if:

- You are grumpy/negative
- You appear disheveled
- You are not productive
- You are abusive of company time/resources
- You participate in negative conversation
- You are reactive vs. proactive
- You routinely miss mandatory meetings and trainings
- You manipulate people for personal or professional gain

living the value

integrity

To possess and steadfastly adhere to principles or professional standards consistently demonstrating flexibility, honesty, trustworthiness, reliability, dependability and responsibility.



You are Living the Value if:

- You adhere to the highest ideals of business ethics
- You are honest and truthful
- You meet department and agency policies, procedures and standards
- You maintain confidentiality
- You are kind and patient with others
- You have the courage to challenge “wrong” behavior

You are NOT Living the Value if:

- You do not do what you say you will do
- You consistently fail to meet timelines
- You lack regard for the individuals that are served and co-workers
- You treat others with prejudice

living the value

respect

To be responsible and considerate of the attitude and the energy that is presented to others. To share the belief that everyone, regardless of their character, knowledge, intellect, abilities, and manner, should be treated with dignity and respect.



You are Living the Value if:

- You have an appreciation for each individual's reality
- You take interest in each person and provide validation that they are important
- You give someone the benefit of the doubt
- You speak to others politely
- You listen to other's opinions and take them into account
- You approach others in a calm and collected manner
- You treat others with courtesy
- You acknowledge when you are wrong and apologize
- You do not judge others
- You consider the potential outcome of your actions before you react

You are NOT Living the Value if:

- You disregard other's opinions
- You approach others in a heated or accusatory manner
- You force your opinion on others
- You are enabling and preventing natural consequences
- You engage in gossip

living the value

