

ORGANISATION MEMBER INFORMATION

Why become a member?

Membership shows your support for the work of Heart to Heart, encourages those already involved and allows you to vote at the Annual General Meeting. Each member has one vote. It is only members who can vote for and be elected as Directors and Members of the Board. Membership is open to anyone who is in agreement with our stated objective, values and ethos.

Your membership as an organisation shows your commitment to working in partnership with Heart to Heart in areas of mutual interest.

What is Heart to Heart's stated objective?

The overall objective of Heart to Heart as laid down in the Memorandum of Association is to:

Promote the welfare and relieve the needs of adults and children affected by the isolation, pain and trauma of divorce and separation out of Christian love and concern.

From this we have developed the goals which inform our day to day work.

The Heart to Heart recovery approach focuses on helping people who are facing a relationship crisis become more confident and hopeful to face the future and are encouraged and equipped to do so. Heart to Heart has four goals that help us achieve the overall objective:

1. **To help people understand the past** thus helping people deal with isolation, loneliness and pain in the short/medium-term, but helping them to recognise that this can change in the medium/longer-term.
2. **To restore self-confidence and self-esteem** by providing a safe environment with others who share a similar experience.
3. **To provide training in life skills** such as communication, conflict resolution and legal, financial, family mediation and other practical information.
4. **To develop a referral system (formal and informal)** by promoting the services of Heart to Heart within in the local community.

What are Heart to Heart's values and ethos?

Values and ethos are important because they signal to people what is important to us as an organisation and how we want to treat people. Our way of working is guided by a number of principles which together provide a distinct way of working.

FOR THE PEOPLE WE SUPPORT

Respect for individuals and their circumstances irrespective of their background, age, race religious or sexual orientation. This involves having a non-judgemental attitude towards people which is shown through acceptance and support of individual situations.

Care, motivated by Christ's love for us, and a desire to share that love in a way that meets people's emotional and spiritual needs. An important element of care is active listening which allows us to build deeper relationships with those we are supporting.

Confidentiality is emphasised at all levels of our work. Without this confidence in our services, trust will be undermined.

FOR OURSELVES AND THE ORGANISATIONS WE WORK WITH

Partnership with other organisations and a desire to enter into agreements based on relationships and a common understanding of the issues that need to be addressed. Openness and accountability are important components of this.

Learning through shared reflection which leads to more effective support through improved service delivery. This requires flexibility to change where change is needed.

Creativity which means not being afraid to explore new ways of addressing issues and being open to taking risks.

Being a member

As a member we will keep you informed of what is going on with Heart to Heart by means of a bi-annual Newsletter and hope that you would turn up at the AGM. However, there is a range of ways in which you can contribute to the organisation if you wish!

For those interested in offering their time and energy as a Board Member we have a **Board Member pack** which provides more background to the organisation and what the role involves.

As a Christian organisation we value the support of prayers in the work we do. The Development Co-ordinator will be pleased to keep you updated with current prayer items.

THANK YOU FOR YOUR INTEREST IN THIS IMPORTANT AREA OF WORK

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