



*Operational Concept
Teen Challenge Switzerland*

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1 Ownership

Global Teen Challenge was founded in 1958 by Pastor David Wilkerson in New York (www.globaltc.org). That time was characterized by murderous gang warfare through the various gangs in Manhattan (New York), which defended their claim to this district. David Wilkerson could not take the senseless killing any more, which was followed by drugs, alcohol and an increase of violence. David Wilkerson mingled and mediated with these violent youngsters. He proclaimed the gain of peace and the love of God, which is accessible to all people, to this day and into the future. The association Teen Challenge Switzerland is part of this worldwide movement, which consists of 1400 institutions in 122 countries. Since 1971, Teen Challenge Switzerland is involved in the work with people who live on the edge of society.

The statement "Home is where the heart finds a home" (Fred Amman) fits the mission of Teen Challenge. Marginalized people move from the "edge" to the centre, so they can recognize their dignity as wanted creatures.

2 Vision and mission

The mission of the association Teen Challenge is to support and further people with mental health problems, or people who are in a life crisis. Through services of housing, work and integration, we attend to our clients and encourage them to work on their mental and physical stability, emotional balance, social integration and spiritual vitality. Our goal is that our clients achieve the highest possible degree of autonomy and recovery, so that they can develop a viable, responsible and cheerful personality.

3 Mission statement

Our claim

As a professionally managed social enterprise, we value interdisciplinary networking, an organizational structure, which stands firm and is liveable at the same time, transparency and a financially sound basis. Through systematic quality management, we test existing structures and adjust our direction without leaving our roots.

Our employees

Mutual respect and honest exchange enable personal growth and mutual support. We value transparent organizational and information structures. Professional education and training is important to us. The joy of new things and the hope for change are our motivation.

Our clients

We provide a temporary or long-term home for people with mental health problems or multiple diagnoses. As a companion, we walk with the entrusted people a part of their itinerary and create room for change. The goal is the best possible reintegration by expanding and strengthening the individual resources, discovering new meaning in life and strengthening one's identity.

Our basis

Appreciation, patience and hope are lived in our everyday life and we treat our clients with honour and respect.

4 Guidelines

- Forward to the roots
- We work solution-oriented
- We strive for good social work
- We maintain good relationships at all levels
- Our employees are valuable
- Each of us is replaceable
- We are in need of complementation
- We are open to new areas

5 Basic values

- In our values, we orient ourselves on the Christian view of humankind. Every person is valued and respected regardless of their origin and religion.
- We care for our clients and further them in their psychological and physical stability to become personalities who can bear the greatest possible responsibility and co-responsibility.
- In the workshop and the leisure time, we teach and guide our clients realistically, so that they are empowered to rebuild their lives independently.
- We create a "safe place" for all clients, meaning a living environment that encourages personal development without isolating.
- We support the development of healthy and sustainable relationships.
- We maintain and promote the high quality of our work through appropriate training and professional consultation.
- The collaboration with the family of origin (especially among younger clients), the referring authorities and external professionals are important to us and are an integral part of our work. Where possible, we include the social environment in the therapy process to achieve sustainability in the desired outcome.

6 Services

The association Teen Challenge Switzerland runs in Glarus two residential homes 'Hochwart' and 'Rössli' as well as a few protected residential places. Likewise, there are 25 supervised jobs in the workshop 'Produktiva'. Furthermore, we offer social space-oriented coaching in assisted living and in living in the entire canton of Glarus. Teen Challenge Switzerland is an IVSE (Inter-cantonal agreement for social institutions) recognized institution. This makes it possible to take in clients from other cantons than Glarus.

7 Employees

As an institution, which works educationally and therapeutically and in a complex society with challenging medical histories, we rely on qualified personnel. Our staff has completed vocational training in social pedagogy, training in 'work-agogic', job coaching or psychiatry as well as additional training in trauma counselling and victim assistance, or has relevant experience in these areas. These professional qualifications are indispensable prerequisites for caring for and working with mentally ill people, as well as to perceive the clients with all their facets and social environment.

The employees get regularly training in the case history of our clients. External specialists also complement the team. In addition to the professional qualifications, our team is characterized by a high sense of responsibility. As Teen Challenge Switzerland, we have a competent case management and perceive our clients not only as needy or ill people, but also as independent personalities.

8 Quality

We check and ensure the quality of our work with our SQS system (Quality Management Control). Corresponding changes and improvements are systematically determined and implemented. The SQS system is regularly audited by internal and external audits. Our institution is recognized by the IVSE and registered accordingly.

9 Security

The mental and physical security of our clients is a central concern. That is why we have written a security concept on this topic. Regarding abuse in the residential homes, we follow the Charta on the Prevention of sexual exploitation, abuse and other violations, www.charta-praevention.ch (see security concept).

10 Funding

We use the finances according to business management criteria. We act entrepreneurially and consider in our work in particular health, safety and environmental aspects. We have performance agreements with the referring cantons to finance our services.

11 Public relations

We work interdisciplinary and maintain actively the contact to caregivers, relatives and the public sector. We promote cooperation and the professional and informal exchange of knowledge with specialists, counselling centres and institutions. We communicate our services regularly to the public and inform about our activities and innovations.

12 Appeals and Conciliation Body

As far as possible complaints for operational decisions and orders must be adhered to following route:

1. Report to the area management
2. The internal Ombudsman body is the overall management and
3. The president of Teen Challenge Switzerland
4. As external ombudsman applies the Independent Complaints Office for the Age of Zurich UBA, Malzstrasse 10, 8045 Zurich.