

DOORSTEPS NEIGHBOURHOOD SERVICES

MISSION, VISION, VALUES & STRATEGIC DIRECTIONS

MISSION STATEMENT:

Our mission is to provide women, children, seniors and newcomers in our communities with resources to help them succeed now and in the future. We do this through innovative programming and partnerships, promoting healthy living, social integration and education.

VISION STATEMENT:

A resilient community where people maximize their potential and create their own opportunities for a strong and sustainable future (growth).

Our VALUES:

(Definition: The fundamental beliefs/principles that should guide the Centre in our day-to-day interactions with each other and our constituencies.)

Accountability

Doorsteps Neighbourhood Services is accountable to the people in the most vulnerable Northwest Toronto neighbourhoods for providing *clear, responsive, innovative and timely programs and services*. Doorsteps is also accountable to its funders.

Determinants of Health

Doorsteps seeks to improve the health of our communities by addressing *income, education, shelter, early child development, access to safe and nutritious foods, access to quality health care, safety, peace, equity and social justice*.

Inclusion

Doorsteps works to engage and empower individuals and groups who have been left out of the planning, decision-making and policy-development processes in their community; *promoting increased awareness, respect and an active celebration of people's diversity*.

Citizen Engagement and Mutual Support

Doorsteps assists and encourages community members to *help each other and work together* to address shared concerns. Applying these principles means working directly with community members, Developing initiatives from the ground up, mobilizing trained volunteers and skilled staff, and securing government funds and private donations to achieve locally defined objectives.

Partnerships

Doorsteps recognizes the *necessity, strength and value* of working in *collaborative partnerships* with community members, agencies and organizations to further mutual goals and agendas.

Human Rights

Doorsteps endeavours to carry out *our activities* at all times in accordance with *Human Rights principles and legislation*.

Our STRATEGIC DIRECTIONS (next 3 years):

(NOTE: *The bulleted statements are suggested objectives for each strategic direction.*)

1. Build our profile and awareness by effectively engaging our community

- Develop and implement a communication plan that details how we will communicate, to whom we will communicate, who we are and what we do for various stakeholder groups (members, funders, partners, community, etc.), and
- Build a community engagement/outreach strategy that creates awareness about the organization, and invites community members to work with us towards a shared vision.

2. Invest in human resources and development

- Focus on staff team building.
- Develop staff skills in key areas that align with our core pillars/functions (e.g. facilitating workshops, referrals and partnerships),
- Develop a plan to better communicate and coordinate across programs and sites.
- Monitor our progress towards shared goals.
- Develop and adopt a streamlined approach to measuring success and evaluation tools.

3. Enhance the quality of services & long-term organizational sustainability

- Support Executive Director to evaluate programs to ensure they are achieving defined goals.
- Support programs to respond to emerging community needs,
- Implement evidence-informed practices, and
- Ensure programs are adequately resourced/funded.
- Develop a sustainable funding model that may include funding proposals with partner organizations, fundraising events, and social enterprise modules. Special focus on investment strategies that will contribute to the long-term sustainability of the agency.

4. Pursue strategic collaboration and partnerships that leverage access to additional resources and services for our clients.

- Promote awareness of existing programs/services with partners,
- Develop joint programs and cross-sector service partnerships with other organizations.
- Invite partners to deliver relevant programs/services on-site, and
- Negotiate formal referral relationships with partners to ensure seamless access to services for clients (warm hand-off), and