

# MUST Ministries

Serving our neighbors in need...  
We MUST. You Can. Get Involved Today.

## OUR VALUES

MUST Ministries exists as a response to Christ's call to serve our neighbors in need. We value our clients, volunteers, staff, and community and we are committed to making our values more than just words on paper. When we live out our values, they direct our thoughts and guide our decision-making. They reflect who we are and who we aspire to become. Our values identify when we are living up to our mission, and re-direct us when we lose our way. At MUST Ministries, these are our values.

## OUR CLIENTS

Our clients come to us with a sacred hope that they will receive help. They are vulnerable with a genuine need of family and safe refuge, and they bring to us a grateful spirit.

## OUR VOLUNTEERS

Our volunteers come to us with a sacred charge to serve those in need. They are guided by tolerance, empathy, and mutual need between servants and those being served.

## OUR STAFF

Our staff come to us from widely varied backgrounds but with a shared call to serve God through serving our neighbors in need. They embody compassion and hospitality and when they can do nothing else, they bear one another's burdens.

## OUR COMMUNITY

We come to our community as an extension of the Church to help the poor and homeless among us. We are interdependent with other local service groups that bring cultural diversity and resources to our common cause. We are inextricably bound to the good of the whole community.

### We value our clients by:

- Serving without discrimination and respecting each person as a child of God;
- Offering hospitality and providing a clean, safe, welcoming environment to all;
- Upholding fairness and consistency;
- Working in partnership to ensure dignity and foster success;
- Providing a structure that allows for both compassion and accountability;
- Honoring a client's right to choose to participate in his/her own recovery;
- Offering excellent programs and regularly evaluating ourselves, our services and our communities' needs.

### We value our volunteers by:

- Providing an enriching environment where volunteers can fulfill their call to serve;
- Developing concise and effective training;
- Striving to provide adequate tools and supplies needed to serve;
- Accommodating schedules and preferences;
- Welcoming suggestions, changes and improvements;
- Nurturing a sense of teamwork with staff;
- Creating opportunities to grow into positions of greater responsibility;
- Hiring persons of talent, experience and ability who are fully trained to support volunteers.

### We value our staff by:

- Challenging staff persons to engage in decision-making and strategic planning that moves MUST steadily in the direction of excellence;
- Offering staff persons opportunities to grow as servant leaders and advance as personnel in the organization;
- Encouraging a culture where every staff person's voice is valued and respected;
- Communicating well and often by all means necessary;
- Promoting the development of a team-oriented environment and learning to trust one another;
- Evaluating each staff person on merit, both as an individual and as a team-member, based on a just assessment of one's job performance;
- Holding one another – and the organization as a whole – accountable to our mission, vision, and values;
- Supporting staff persons in their efforts to live healthy lives, physically, mentally, and emotionally;
- Endeavoring to provide compensation that is both fair and adequate to meet basic needs;
- Respecting the boundaries of personal and family demands;
- Striving to provide the necessary tools and supplies for each person to be successful in his/her job;
- Affording each staff person the right to adhere to different religious beliefs within the context of serving in a Christ-centered organization.

### We value our community by:

- Offering opportunities for service where people can live out their faith with compassion and love;
- Mobilizing groups in the community to provide hope and help to others;
- Embracing the diversity of our community and being inclusive without discrimination or judgment;
- Working in covenant partnership with the community to strengthen the world around us;
- Acting as good stewards of the resources entrusted to us by the community;
- Providing accurate and timely reporting;
- Being good citizens in our community... supporting community activities that relate to our mission;
- Maintaining a clean and healthy environment and, when possible, transforming waste products into usable resources.