

## Contact

### Jugendhilfestation Kreuzberg

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### Jugendhilfestation Spandau

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### Complaints officer

Jugendwohnen im Kiez - Jugendhilfe gGmbH  
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### Head office

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## About

### „Jugendwohnen im Kiez“

Jugendwohnen im Kiez was established in 1979 and develops and offers services in the area of family support, youth work, residential child care, neighbourhood initiatives and social and youth work in schools as well as nurseries („Kitas“) and childrens'centres.

#### Our values

- Systemic approach
- Acceptance and valuing of individual personalities
- Providing services that are needs-led and focussed on service users
- Resource-oriented and supporting services users to help themselves
- Making use of neighbourhood resources
- Cooperation and networking
- Intercultural

#### Quality standards

- Qualified staff in permanent employment
- Continued professional development
- Regular supervision and case reviews
- Trained child protection professionals (§ 8a SGB VIII)
- Quality assurance
- Complaints procedure

[www.jugendwohnen-berlin.de](http://www.jugendwohnen-berlin.de)

## Family support services

**Family support services** („ambulante Hilfen“) are services designed for families in need of support because of difficult circumstances.

The services are needs-oriented and are aligned to the specific circumstances and backgrounds of individual children, young people and their families. Family support services are a social work intervention and aim to support families with their day-to-day lives. Family support services aim to activate and strengthen individual resources through participation in the care planning process, reflecting on behaviours and through developing alternative coping strategies.

Accepting individuals in their own unique way of living their lives and designing flexible services accordingly is fundamental to our understanding of service provision. We cooperate closely with other institutions, service providers and social services.

## Family Support Services

### A guide



