

Mission statement

Who we are

The Dargebotene Hand is the leading contact point in Switzerland and the Principality of Liechtenstein for people in crisis and for those who need a sympathetic ear. It provides its services primarily with qualified volunteers.

It is a non-profit organisation, denominationally and politically neutral and is ZEWO-certified.

It is based on the values of the international umbrella organisation International Federation of Telephone Emergency Services IFOTES.

What we do

Being there for everyone, around the clock, anonymously, confidentially and free of charge

The Dargebotene Hand is there for everyone, regardless of age or issue. It is available every day, around the clock, via the emergency number 143 or online.

It makes an important contribution to the prevention of suicide, violence and addiction.

The services of the Dargebotene Hand are offered in the most widely spoken languages in Switzerland. They are anonymous, confidential and free of charge.

Empathic dialogues

For the Dargebotene Hand, the empathic attitude and the relationship at eye level are at the centre. People are empowered to reflect on their situation and thus recognise their resources. The benevolent encounter provides relief and contributes to new perspectives. In this way, Dargebotene Hand makes a significant social contribution to the psychosocial health of the population.

How we do it

Volunteer employees

The Charitable Hand works primarily with volunteers. They are the supporting pillars of the Charity. Volunteers are carefully selected, trained and supported in their work by specialists.

Organisational culture

Dargebotene Hand offers all its employees meaningful work in a modern environment. It attaches great importance to continuous professional development. It cultivates and promotes a participative and trusting organisational culture. Cooperation within the organisation is characterised by openness, respect and transparency. Mutual support and appreciation are actively practised.

Co-operations

In order to achieve its goals, the Dargebotene Hand cooperates with third parties. It fosters exchange and cooperation with organisations in the psychosocial field, the public sector, educational institutions, the media and business.

Service development and quality standards

The services and organisation of the Dargebotene Hand are geared towards social developments.

The Dargebotene Hand promotes the value of empathetic listening.

It works throughout Switzerland according to common quality standards and utilises synergies within the overall organisation.

Dargebotene Hand creates favourable conditions for innovative projects and uses modern communication technologies.

To guarantee anonymity and confidentiality, data protection and data security are of great importance.

External communication

The Dargebotene Hand presents itself to the outside world with a uniform image. It positions itself in such a way that it is associated with empathy, anonymity and confidentiality and is widely recognised. It sensitises the public to the current concerns of the population.

Division of tasks

The Dargebotene Hand operates throughout Switzerland as an organisation with an umbrella organisation and regional offices.

The regional offices and umbrella organisation are managed operationally by employed specialists and strategically by volunteer board members. The boards are composed according to clear competence criteria.

The regional centres provide the core services of the Dargebotene Hand for the population. They are responsible for the recruitment, training and support of volunteers and ensure the implementation of quality standards. They are anchored locally and utilise this strength for fundraising, communication and institutional cooperation.

The umbrella organisation represents the interests of the regional offices at national level and coordinates the exchange of experience, projects and media work. It supports the regional offices in the area of organisational development and digitalisation.

Financing

The Dargebotene Hand is financially independent. It is financed by donations, institutional contributions, the public sector and services. It operates a professional fundraising programme to finance its tasks and projects.

This translation has not been authorised by an Assembly of Delegates. In case of doubt, the German translation shall prevail.