



Sisters
Hospitallers

Professional Quality



Did you know that everyone who works at this Institution effectively performs a job with professional rigor, management efficiency, and teamwork? Discover how this Hospitaller value is carried out in the Province of Spain.



Inmaculada Garrido Jiménez



Educational director at the "Purísima Concepción" Special Education School. Granada, Spain

My name is Inmaculada Garrido Jiménez. I am currently the educational director at the "Purísima Concepción" Special Education School, one of the facilities of the Purísima Concepción Foundation that the Sisters Hospitallers operate in the city of Granada (Spain). I started working in the Institution in 1993, as a classroom tutor. Over the course of my career, I have tried to improve professionally by analysing the practice of teaching and managing educational resources towards continuous improvement.

Working with the Sisters Hospitallers has helped me grow personally and professionally. I have discovered, from both the sisters and my colleagues that **"Professional Quality" goes far beyond technical development and job performance.** Professional activity should also be guided and tinged by the *"colours of hospitality"*, which translate into approaches like:

Teamwork, understood on the concept of assistance, mutual learning... from the idea of the right to be wrong, and correct the course. Learning from experience, of what lived and reflected. **I am lucky enough to work with other professionals who believe in what they do, they bring "their being" to their technical activity.** Professional quality belongs to the team, the centre, the institution, and each person; is part of an environment, a context, and all the professionals who leave or have left their essence.

A way to feel, to understand that is possible to build a world that responds to the individual needs of each person. Is a way to believe in others, their possibilities and rights, regardless of the social, physical, biological, and/or psychological situation.

The closeness to the person through active and empathetic listening; wrapped in glances, smiles, gestures, and words. It is placing a vulnerable person at the centre of your attention. Professional quality is knowing how to put yourself in another's shoes; know how to be close but when to give someone space.

The dream of progress, to innovate, develop intervention techniques, define new methodologies, creating materials, tools, mechanisms..., that help vulnerable people and those around them to improve their quality of life. Professional quality is to invent, imagine, study, being right and being wrong. It is to believe in the possibility of professional development and continuous technical improvement. It is being inspired and growing as a person.

Knowing how to manage, organise, and optimise resources, recycling, creating, and investing in new material and personal...making available to each person the means necessary to make progress in their own lives, from a technical approach to quality.

Offering professional warmth is one of the goals of our Institution. It is a style of professional intervention, that try to draw an institutional form of technical development in different countries, cities and social realities around the world.

I am fortunate to be here. Is a gift to be able to learn from each and every one of the people who form the great Hospitaller family. Now, it is my turn to continue to face the challenge of improving, progressing, and learning, and to keep enhancing my "Professional Quality".

The Purísima Concepción Foundation, created in 1963, has over 50 years of experience in caring for people with intellectual disabilities (cognitive—and in some cases sensory and/or motor—functional diversity). It currently operates a Special Education school, one assisted living facility, two employment centres, two-day units, a special employment centre, and three care homes (one for children, another for adults, and a third for people with intellectual disabilities with serious problems and behavioural issues).

