

# **Bridges Out of Poverty Working Group Terms of Reference**

## **Purpose of the Group:**

Share, normalize and implement SAIL & Bridges out of Poverty concepts and philosophies to improve our customer-focused service delivery and the over-all well-being of our community.

## **Objectives**

Through regularly scheduled meetings the working group will:

- Champion a culture of improving relationships with our customers and peers
- Develop and implement programs and/or strategies in collaboration with division training personnel that improve relationships at the front-line level, improve outcomes at the organizational level and improve systems at the community level.
- Help employers, organizations, agencies and individuals understand, address and reduce poverty together in a comprehensive and collaborative way.

## **Guiding Principles**

The following principles will guide our work:

- Focus on service delivery
- Customers include social assistance recipients, children and child care parents, our peers, all staff within the corporation, community agencies, businesses and residents of the City and County of Peterborough
- Recognize that we are not the experts in what our customers need/want
- Recognize the complexity and many causes of poverty
- Support a culture of continuous learning and improvement
- Everyone has an equal voice at the table
- Everyone will actively participate in objectives and work plan projects
- Support and encourage innovation – be willing to take risks and learn from failure

## **Membership**

The working group membership is flexible and cross programs. The goal is to bring balanced perspectives to create a working team that encourages involvement and champions the concept of building relationships. Membership will reflect a diversity of roles with a balance of front-line staff that has direct customer contact.

## **Chair**

The Bridges out of Poverty trainer will serve as chair for this group. An option to rotate the role of chair will be made available to all interested members annually.

## **Working Group Size**

Cross team and front-line role representation with a minimum of 8 and maximum of 14 members.

## **Term of Membership**

- Two years, renewable. Membership will be reviewed bi-yearly in June to determine those interested in continuing. Terms are formally renewed in September and new members will start at this time.
- New members will be selected based on ensuring there is diversity of front-line roles and cross team representation.
- Members may withdraw from the group in advance of their two-year term based upon individual circumstance by discussing their exit strategy with the chair. When a member wishes to discontinue serving as a member, they will email the chair and provide the reason for discontinuation.

## **Decision Making**

Ideas, strategies and plans are discussed and assigned openly by those present at the meetings. Projects are endorsed by the lead team via the annual Bridges/SAIL work plan.

## **Formation of Project Teams**

Project teams will be formed as needed to carry out specific initiatives. A working group member will sit on the project teams and report on progress to the working group at monthly meetings.

## **Meetings**

- Monthly meetings will be scheduled to support and report on the work plan project progress.
- Meetings will be 1.5 hours in length each month. It is the expectation that group members will attend all working group meetings. Members who miss 2 meetings will be contacted by the chair to confirm their availability.

## **Agendas/Minutes**

- 10-minute SAIL and/or Bridges refresher – update or key message will begin each monthly meeting – champions will then share this discussion/activity at team meetings to help promote a monthly customer-focused discussion. The group ensures that teams who do not have representation are visited to share these same key messages.
- Work plan will guide regular agenda discussion items – each member will update the work plan item assigned to them as projects progress
- Additional items can be added by any member for discussion at onset of each meeting
- Minute taking for key discussion items will rotate amongst the group and will be stored in the Bridges folder within 5 days of the meeting