

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 childcare 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 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 have 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:

- Bi-Monthly meetings will be scheduled to support and report on the work plan project progress.
- Meetings will be 1.5 hours in length. 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 meeting – champions will then share this discussion/activity at team meetings to help promote a 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

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