

**Refugee Capacity Building Level III**  
**Scope of work**  
**Attachment C**

**Purpose**

The Department of Workforce Services, Refugee Services Office (RSO), hereafter now as the Department (DWS), will award grants to refugee community-based organizations (RCBO) that have shown they have capacity to manage grants and comply with the funding purposes. Through this grant the communities will further develop their organizational capacity in a way that will better assist needy families within their own communities to receive services in a culturally and linguistically appropriate and competent manner. The grants will also enable refugees to get effective education that will provide them with the tools to help them become self-sufficient.

**Services**

The Department requires the RCBO's to focus on three main activities for their response to the grant:

Activity I: Social services facilitation

Activity II: Organizational development

Activity III: Community education

**Activity 1: Facilitate social services for families in need.** Social services shall be facilitated by RCBO (the role hereafter known as Social Service Facilitators or SSF) and must include most the following:

- Conduct community member home visits to check for safety, general housekeeping for refugee family needs.
- Assist in setting family goals, both short-term and long-term as well as explaining the role of goal setting. Follow up with family to review progress towards accomplishing family goals. Assist families that cannot read and write by reading and explaining their mail to them; marking appointment dates on calendars and doing follow-up on appointments; filling out forms; and making necessary calls on their behalf.
- Identify emergency needs of families that do not have the capacity to solve them. Assist the families in finding resources.
- Assist clients with job search through networking and connecting them with jobs or job developers.
- Help clients' meet medical, dental, public assistance, tenancy, and immigration appointments.
- Help clients follow up on public assistance applications.
- Help clients follow up on school appointments and parent-teacher conferences.
- Ensure that adults have access to ESL classes.
- Provide transportation to families that do not have a means of transportation.
- Help adults who cannot read and write obtain a driver's license.
- Advocate for special needs clients relating to housing, medical and legal.
- Address any gap in the current services.

**Activity II: Organizational self-sufficiency:** Board composition must still include 30% women (Minimum 2) Board must ensure the following:

- Build active participation of community members.
- Maintain accurate record keeping.
- Run productive board meetings, keep minutes and results.
- Adopt and utilize clear, operational by-laws.

- Maintain accurate financial management policies and procedures.
- Instructs and educate computer literacy to the member as required.
- Attend the annual refugee non-profit management trainings organized by the Department.
- Develop long-term strategic planning for the organization, with programs that are integrated into the strategic and fundraising plans.
- Develop an alternative fundraising plan.
- Develop other Officer positions for the members of the community.
- Seek and develop relationships with other community partnerships.
- Create a pool of interpreting resources – organization shall select 2 members to become “Court Registered 2” Interpreters or higher certification.

**Activity III: Community education program:** The RCBO must plan workshops and other community programs based on needs of the community. Community education program must include a plan for evaluation of outcomes.

For the grant cycle 2013-2014, if your community has someone trained in driver education, the work plan must include:

- Driver Education – the person trained in driver education will put on 6 workshops on driver education for community members.

#### **Role and responsibilities of the Board of the RCBO**

- Ensure that the program is evaluated according to the criteria of the grant.
- Identify refugees in the community who need help.
- Ensure that state reporting requirements are met.
- Regularly reviews and approves the financial records in order to ensure that grant funds are properly utilized and accounted for.
- Be ultimately responsible to the Department for the execution of the grant and the accounting of government funding.
- Ensure all SSFs are fluent in the language of the refugees in need of services.
- Ensure that all new Board members attend the following trainings:
  - 1) Legal Documents & Purpose of Board, 2) Running a Board & Role of Directors/Officers, 3) Financial Literacy, 4) Social Service Facilitator Work, 5) Running Successful Workshops, 6) Community Awareness, 7) Computer Literacy.
- Ensure that Board members work with the Department’s staff on the following topics and attend trainings as needed:
  - 1) Board Development, 2) Long-term Strategic Planning, 3) Data Analysis, 4) Program Creation, 5) Fund Development, 6) Grant Writing, 7) General Introduction to Human Resources.
- Obtain the necessary release/disclosure of information and consent for coordinated services from clients.
- Ensure that all member and volunteers that assist refugee member have signed and understand the Code of Conduct and Disclosure of Information forms.
- Ensure that RCBO clients’ records are maintaining and secured in accordance to the Department’s policies.
- Be familiar with the resources available to refugees in the area and learn how to access them effectively (includes forming constructive relationships with the gatekeepers of such services).
- Form trusting relationships with all community members they are serving.
- Document services provided to the member of the community.
- Act as a resource for volunteers in the refugee community.

- Represent the needs of the refugee community to outside individuals and organizations and be a channel for communication between refugee community and external community.
- Prepare reports of activities for the Department.
- Ensure that the RCBO has 2 members enrolled as Court Registered 2 Interpreters.
- Ensure the Midterm reports are sent to the Department, in advance of initial monitoring meeting. This report will cover program activities between July 1, 2013 and December 31, 2013.
- Ensure the final Report is sent to the Department by 25 June 2014. This is a detailed written report of project activities between January 1, 2014 and June 2014.
- Ensure the RCBO two quarterly financial returns in by January 15, 2014 and June 15, 2014 are sent to the Department.

### **The Department's Responsibilities**

- Provide technical assistance as needed for the RCBO's strategic planning and fund development. The Department will give notice to the RCBO when the Department is planning to attend meeting and workshops.
- Monitor and review midterm and final reports.
- Make payment on a timely basis.
- The Department's staff will visits to homes, workshops and community meetings conducted by the RCBO.
- Conduct program and monitoring reviews at least once during the life of the grant
- The Department will assist the RCBO with work plan modification.
- Arrange for Board and SSF training in all required areas.
- Advise on workshops.
- Site visits to meetings and workshops by the Department's staff will be conducted upon giving notice to the RCBO.
- The Director Refugee Service Office will attend at least one community town hall meeting.