

# Pathway of Hope Communities of Practice

## Term of Reference

### 1. **Background:**

These terms of reference shall guide the understand and operation of the Pathway of Hope Communities of Practice. The concept of Pathway of Hope Communities of Practice is to support ministry leads, case manager/case worker and spiritual care providers who are implementing Pathway of Hope by meeting together to share resources, ideas, concerns and encourage, motivate and help create a culture where Pathway of Hope is embedded in the culture of The Salvation Army.

### 2. **Objectives:**

- Focused: The group is united by a shared interest in particular, Pathway of Hope ministry. They should exist in response to current need and be initiated with a fixed term. They may be temporary.
- Voluntary groups: Members attend voluntarily. Communities of Practice are open to all officers, employees and can be extended to include volunteers.
- Strengthen mission delivery: Members apply what they learn from the Community of Practice to enhance their practice: this is a context where iron sharpens iron. Communities of Practice should provide a forum for sharing best practice, ensure DHQ and THQ understands the needs and experiences of frontline staff, help support ongoing professional development, break down silos and encourage teamwork to continuously improve and develop ministries, build relationships, and learn from each other. They engage in activities and discussions and share information.
- In a common ministry: These are groups that unite people who are actively working in a common ministry interest, where there is a perceived need and benefit to forming the Community.
- Across the whole territory: Communities of Practice span the whole territory and are for workers from all divisions to come together.

### 3. **Membership:**

The Pathway of Hope Community of Practice is open to anyone within the territory (officers, employees, and some volunteers). Pathway of Hope providers.

The requirements of membership are:

- Attitude - Members should want to try new approaches, come up with solutions and seek mutual improvement.
- Commitment – Members should come to meetings ready to engage through dialogue and questions. This will ensure they can engage in the subject matter and make good use of each other's time. Community of Practice members may engage with each other between meetings to share useful and relevant resources with the community.

Expected membership time commitment: 2-3 hours every two months, in line with the group's requirements

## 4. Meeting Frequency:

Meeting schedules and agendas shall be determined by the group coordinator in consultation with members.

## 5. Roles and Responsibilities:

- Group Coordinator: - The group coordinator shall oversee the organization of the virtual meetings and facilitate discussions.
- The coordinator shall ensure that meeting objectives are met and that action items are followed up on.
- Participants shall actively participate in group meetings, sharing insights, experiences, and feedback from their respective ministry units and divisions.
- Participants shall collaborate with other members to develop and implement strategies for advancing Pathway of Hope

## 6. Reporting and Communication

Pathway of Hope Communities of Practice should be light-touch organizationally. They will be virtual communities by default. Within that environment members will largely self-administrate as discussions will be via a public chat board; meetings can be recorded and transcribed and automatically become available to all members. Simple facilitation will make the community more effective.

Communities of Practices are not intended to be time consuming. Discussion boards are available continuously, to be used as required. Meeting frequency should match the group's requirements be of the right size to create a sense of shared responsibility and co-dependence.

Communities of Practice are non-structural. They are voluntary groups and have no reporting structure or authority. They are supported and enabled by the Mission Department and should provide meaningful aid to frontline workers in developing new materials or training. They should work in tandem with other individuals supporting best practice across the territory.

## 7. Review and Evaluations

The effectiveness of the group shall be periodically reviewed and evaluated to assess progress towards objectives and identify areas for improvement. - Feedback from group members shall be solicited and considered in shaping future activities and initiatives.

## 8. Conclusion

The Pathway of Hope Communities of Practice serves as a vital platform for enhancing spiritual support and guidance within Salvation Army social services programs. By uniting pastoral care representatives, setting goals, and developing strategies, this group aims to bridge the gap between social services and corps, ultimately improving outcomes for individuals and families in need.