

## SERVICE SPECIFICATIONS 2011/2012

CATEGORY OF SERVICE: CHILDREN

**SERVICE DESCRIPTION: PROVINCIAL BODIES OF NPO'S**

**DISTRICT: FREE STATE PROVINCE**

### AREA

<b>Name of Town</b>	Free State Province
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### AIM (A PROVINCIAL BODY/ ORGANISATION CAN HAVE ONE OR BOTH OF THE FOLLOWING AIMS)

<b>Aim of Service/Project</b>	Management, development of organisational policy, co-ordination, support and monitoring of service delivery.
	To provide capacity building, advocacy and research services as to build and enabling environment for NGO and CBO's

### SERVICES REQUIRED

<b>Target Group (s)</b>	<p>The target groups may include:</p> <ul style="list-style-type: none"> <li>▪ Branches or affiliates of the provincial organisation</li> <li>▪ Emerging NGO's CBO's</li> </ul>
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### OBJECTIVES AND OUTPUTS REQUIRED

<b>Objective (s)</b>	<b>Output(s)</b>
To manage and co-ordinate the organisational infra-structure in the Free State Province	<ul style="list-style-type: none"> <li>• Development and implementation of effective and efficient organisational policies and procedures</li> <li>• Ensure the effective co-ordination of services internally as well as externally</li> <li>• Networking and liaison with other organisations, bodies and structures as to ensure efficiency in service delivery.</li> <li>• Marketing of organisations services in the province and in communities.</li> <li>• Fundraising</li> <li>• Human Resource Management</li> </ul>
To provide support and guidance to professional and administrative staff in branches and affiliates on service delivery.	<ul style="list-style-type: none"> <li>• Each professional person in organisation (branches and affiliates) service delivery are monitored in a supportive and enabling manner.</li> <li>• Each professional and administrative person in the organisation has human resource development plan.</li> <li>• In-service training are provided with supervision to new staff within the organisation.</li> </ul>

	<ul style="list-style-type: none"> <li>• The provision of practice guidelines on service implementation.</li> <li>• Objectives of branches or affiliates should be reflected in the nature and extend of support and guidance provided.</li> </ul>
To monitor service delivery within the organisation	<ul style="list-style-type: none"> <li>• To establish monitoring mechanisms and indicators to monitor service delivery.</li> <li>• Ensure internal quality assurance.</li> <li>• Collection of statistics and data.</li> </ul>
To enhance the capacity of personnel	<ul style="list-style-type: none"> <li>• Establish a Personal Capacity Building Programme for each personnel member</li> <li>• Facilitate in-service training for all personnel</li> <li>• Conduct formal and informal training programmes</li> <li>• Link personnel with resources in the community/province with the aim of capacity building.</li> </ul>
Support, guide and capacitate emerging NGO's and CBO's	<ul style="list-style-type: none"> <li>• Identify potential and emerging NGO's and CBO's that need capacity building and support</li> <li>• Engage in formal agreements with such NGO and/or CBO</li> <li>• Provide guidance to the NGO and CBO as to enable them to meet requirements for funding</li> <li>• Assist NGO and/Or CBO to develop programmes</li> <li>• Assist and guide the NGO or CBO to access funding from the private as well as government</li> <li>• Ensure that NGO or CBO becomes self-reliant as soon as possible</li> </ul>
To advocate for the rights of clients and communities	<ul style="list-style-type: none"> <li>• Identify advocacy needs and issues</li> <li>• Develop and implement advocacy plans</li> </ul>

**ENQUIRIES & SUBMIT TO:**

**PROVINCIAL OFFICE OFFICIAL**

W. Sapsford  
Tel 051-4090549

Me M Mosetlhe  
Tel 051-4090590  
Fax 051-4090559/671

**NOTE: Additional information on this specific service and requirements could be obtained from the relevant departmental policies, position papers and circulars. Enquiries in this regard should be directed to the official from the provincial office as indicated above.**

APPROVED

EXECUTIVE MANAGER: SWS  
DATE: